

FIG. 1

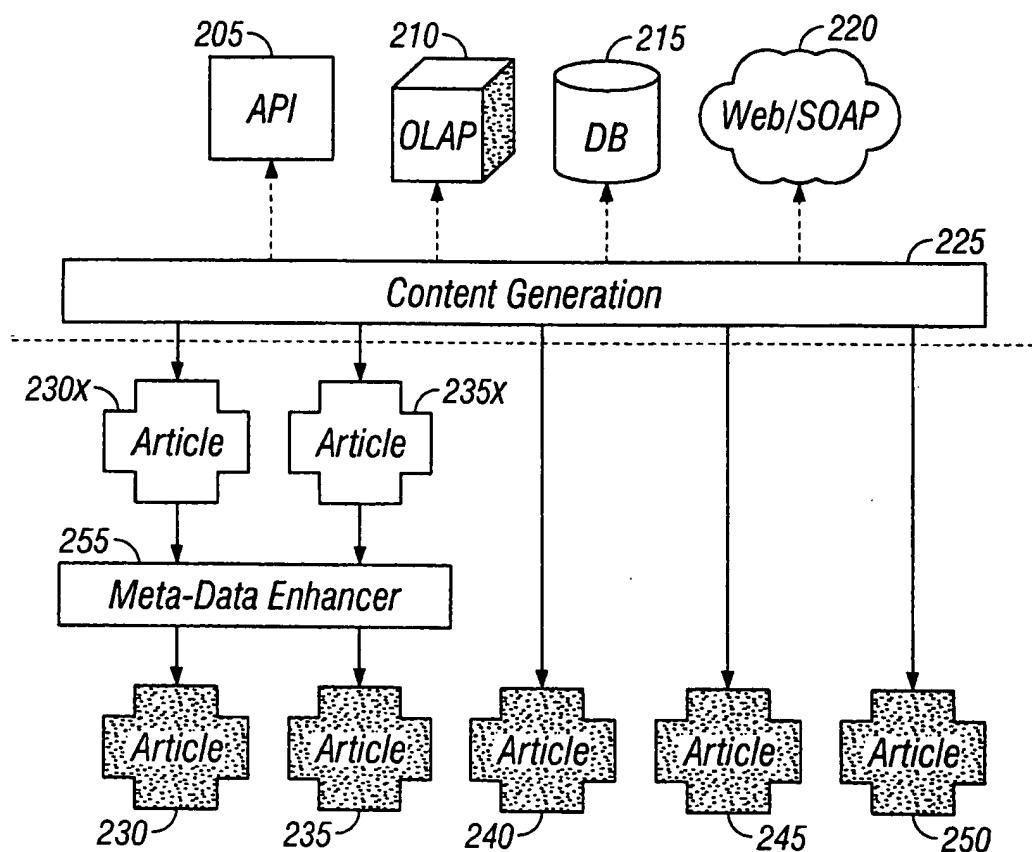


FIG. 2

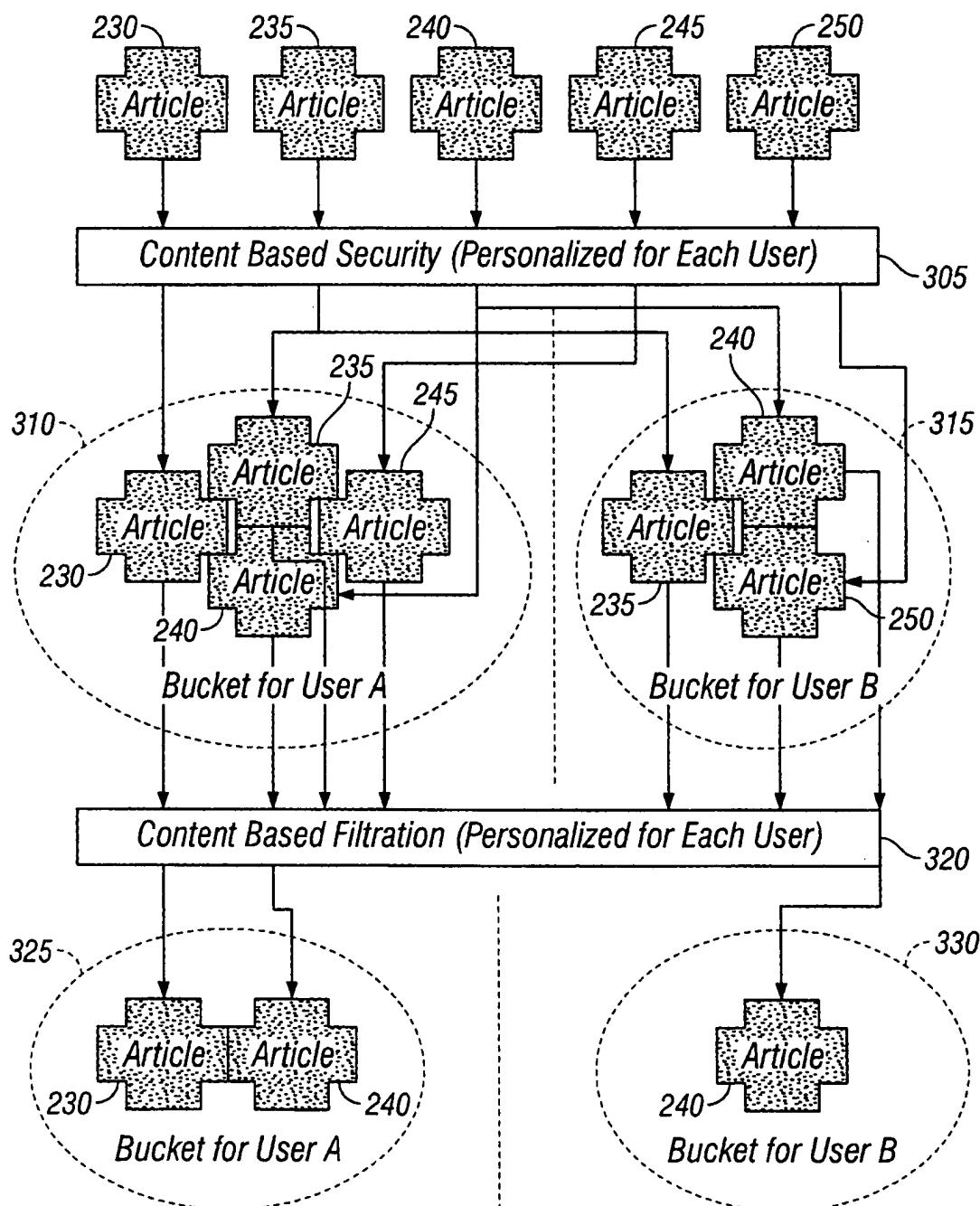


FIG. 3

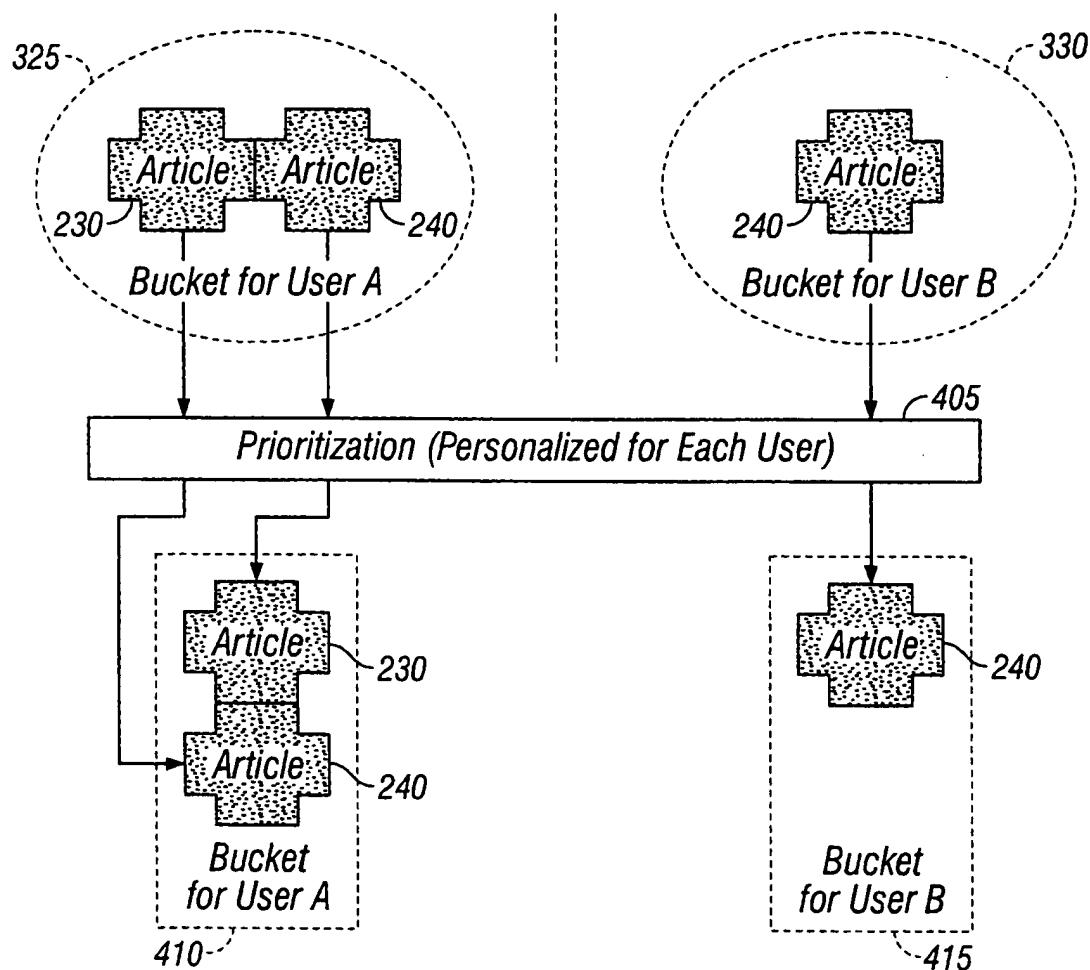


FIG. 4

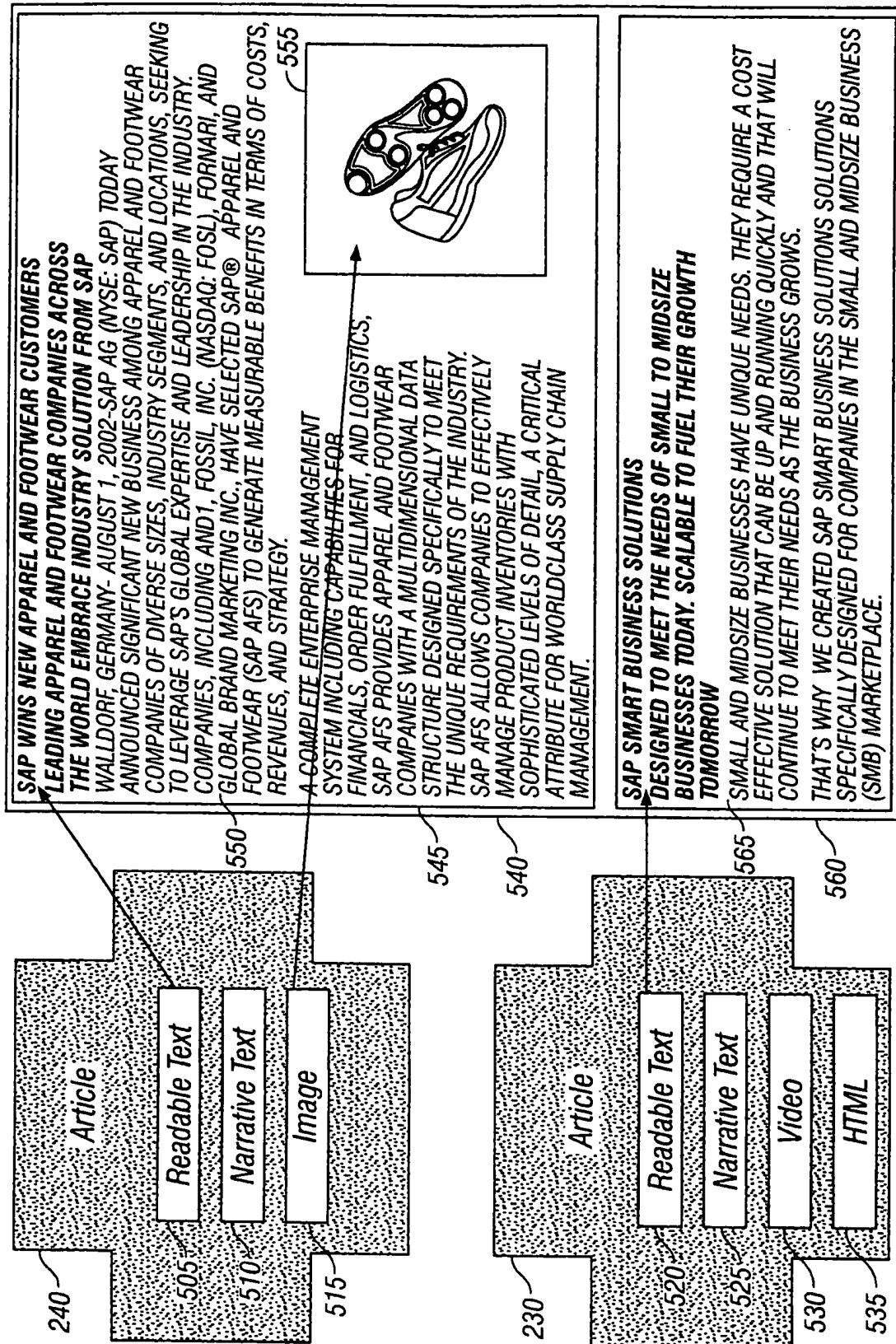


FIG. 5

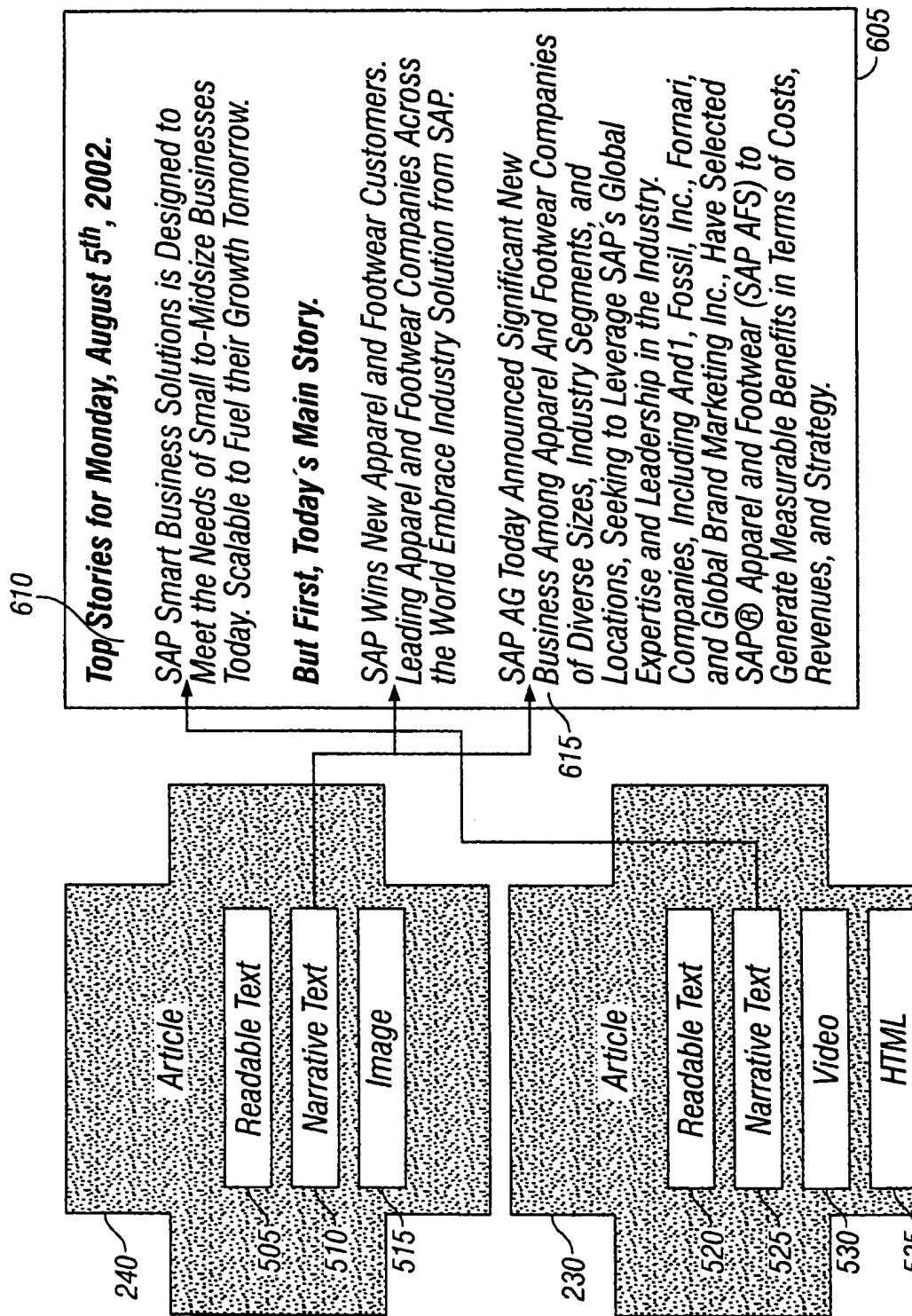


FIG. 6

<Article>

<Time>2002-04-24 15:02</Time> 705

<Importance>Normal</Importance> 700

<Author>agent@food4all.com</Author> 710

<Content Type="text/narrative"> 715

<Headline>  
Four of our top customers in the Eastern Region have pending complaints. 715

</Headline>

<Details> 720

Wacky Foods, with an annual sales volume of \$10M have 8 pending complaints; My Muffin Ltd with \$4M of annual sales have 1; Breads R Us with \$1M of annual sales have 3; and Have Your Cake, Inc with \$850K of annual sales have 2. The complaints KPI is at 88.7M

</Details>

</Content>

<Content Type="text/html"> 725

<Headline> 730

Pending Support Complaints for Top Customers in Eastern Region

</Headline>

<Html>

Top Customers of Eastern Region - Pending Complaints		
Customer	Sales Vol	Complaints
Wacky Foods	\$10M	8
My Muffins Ltd	\$4M	1
Breads R Us	\$1M	3
Have Your Cake Inc	\$850K	2
Complaints KPI		88.7M

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</Content>

<DiscussionObjects>

<Object Class="BizPartner" Key="Wacky Foods" />

<Object Class="BizPartner" Key="My Muffins Ltd" /> 740

<Object Class="BizPartner" Key="Breads R Us" />

<Object Class="BizPartner" Key="Have Your Cake Inc" />

<Object Class="Region" Key="Eastern" />

<Object Class="SecurityRealm" Key="Sales Numbers" />

</DiscussionObjects>

</Article>

FIG. 7

## USER COLLABORATION THROUGH DISCUSSION FORUMS

File	Edit	View	Favorites	Tools	Help		
860 815 810	Market Report Dow 10,543.17 -54.12 Nasdaq 1719.67 +8.01 S&P 1201.31 -4.23	Business Partner News Nestla reports quarterly earnings down 5%.	The Company Times (:) Four of our top customers in the Eastern Region have pending complaints	Wacky Foods, with an annual sales volume of \$10M have 8 pending complaints; My Muffins Ltd with \$4M of annual sales have 1; Breads R Us with \$1M of annual sales have 3; and Have Your Cake Inc with \$850K of annual sales have 2. The complaints KPI is at 88.7M.	Headline News Israel pulls out of the West Bank Venezuela coup thwarted Teacher of the year honored by George Bush		
820	Krafti Cheese CEO resigns JJ Juice beats expectations, JJ up 15%	Competition News Burger Queen names James Joaquin as CEO	Top Customers of Eastern Region Pending Complaints	Customer Wacky Foods My Muffins Ltd Breads R Us Have Your Cake Inc Complaints KPI	Sales Vol \$10M \$4M \$1M \$850K 88.7M	Complaints 8 1 3 2 6	San Jose, CA Low / Hi Mon 45 65
825	Chico Catering and Krafti Cheese announce strategic partnership	Joan Simmons rescheduled the meeting to Wed, 4/23 at 9:15 in the Paris room. Your calendar has been updated.	(:) Today's marketing strategy meeting postponed	Phil Collins to perform in Shark Tank 1 important email			
830 805	850	845	Copyright © The Company, April 22, 2002	Tell me...			

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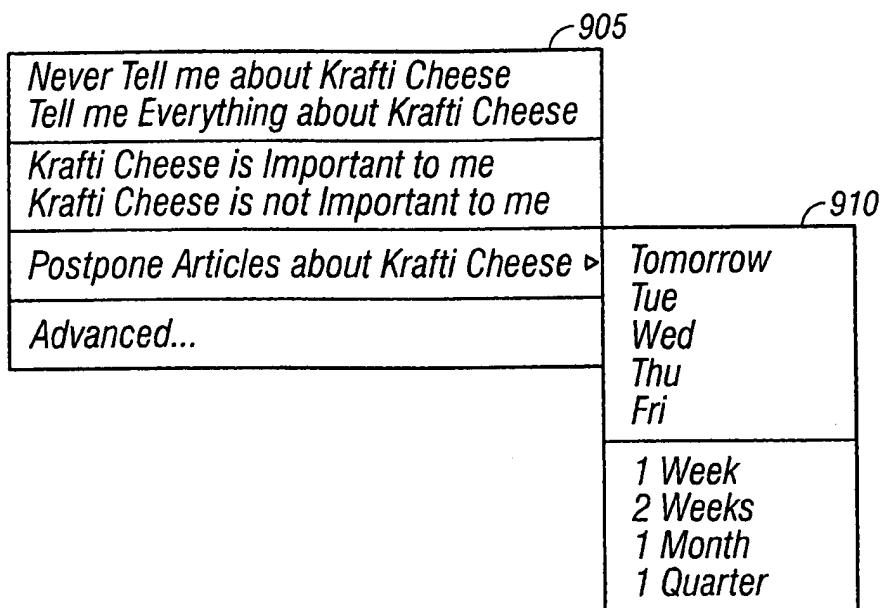


FIG. 9

<i>Acknowledge</i>	
<i>Never show me Market Report</i> <i>Always show me Market Report</i>	
<i>Market Report is Important to me</i> <i>Market Report is not Important to me</i>	
<i>Postpone Market Report ▶</i>	<i>Tomorrow</i> <i>Tue</i> <i>Wed</i> <i>Thu</i> <i>Fri</i>
<i>Advanced...</i>	
<i>1 Week</i> <i>2 Weeks</i> <i>1 Month</i> <i>1 Quarter</i>	

FIG. 10

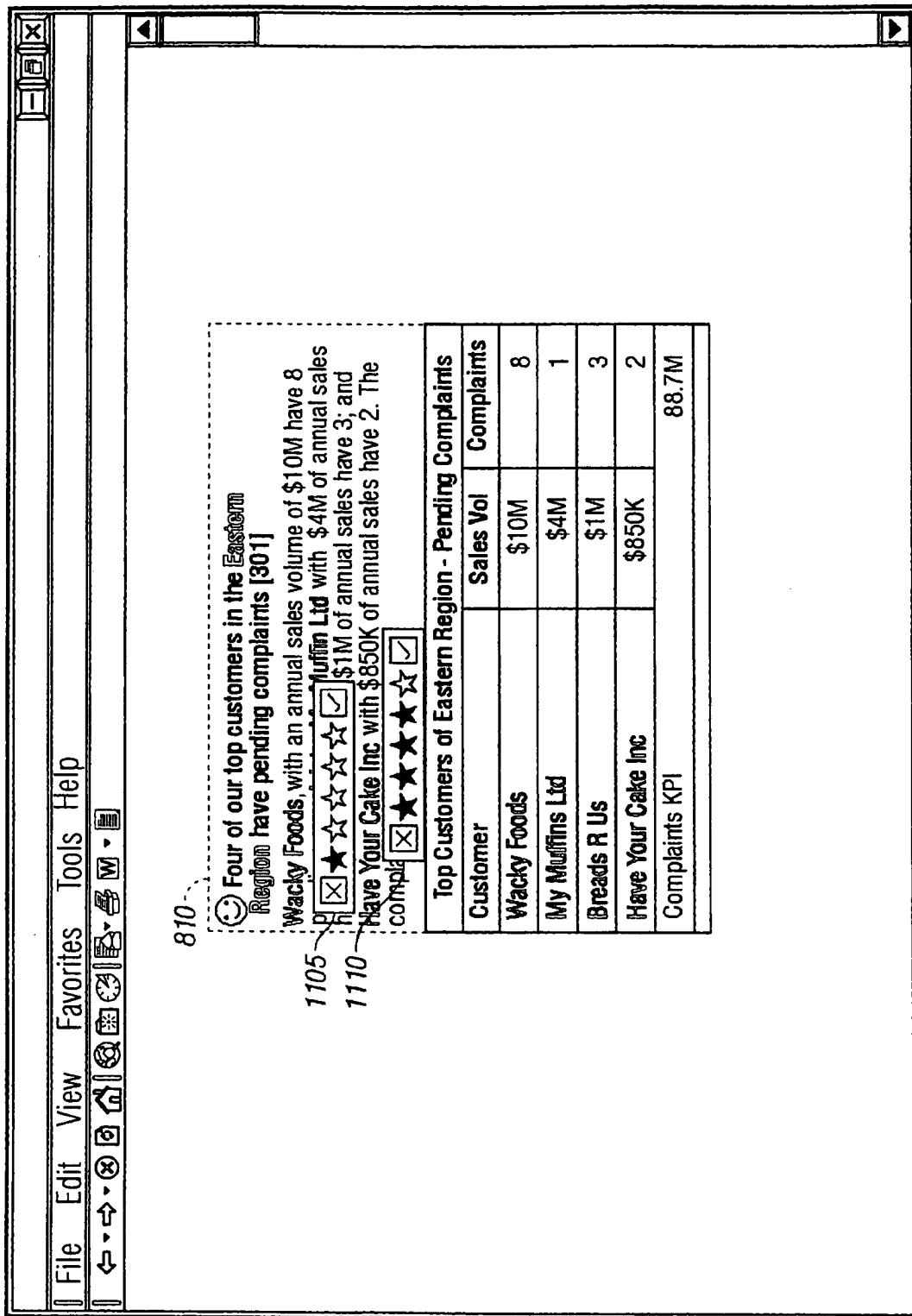


FIG. 11

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File Edit View Favorites Tools Help

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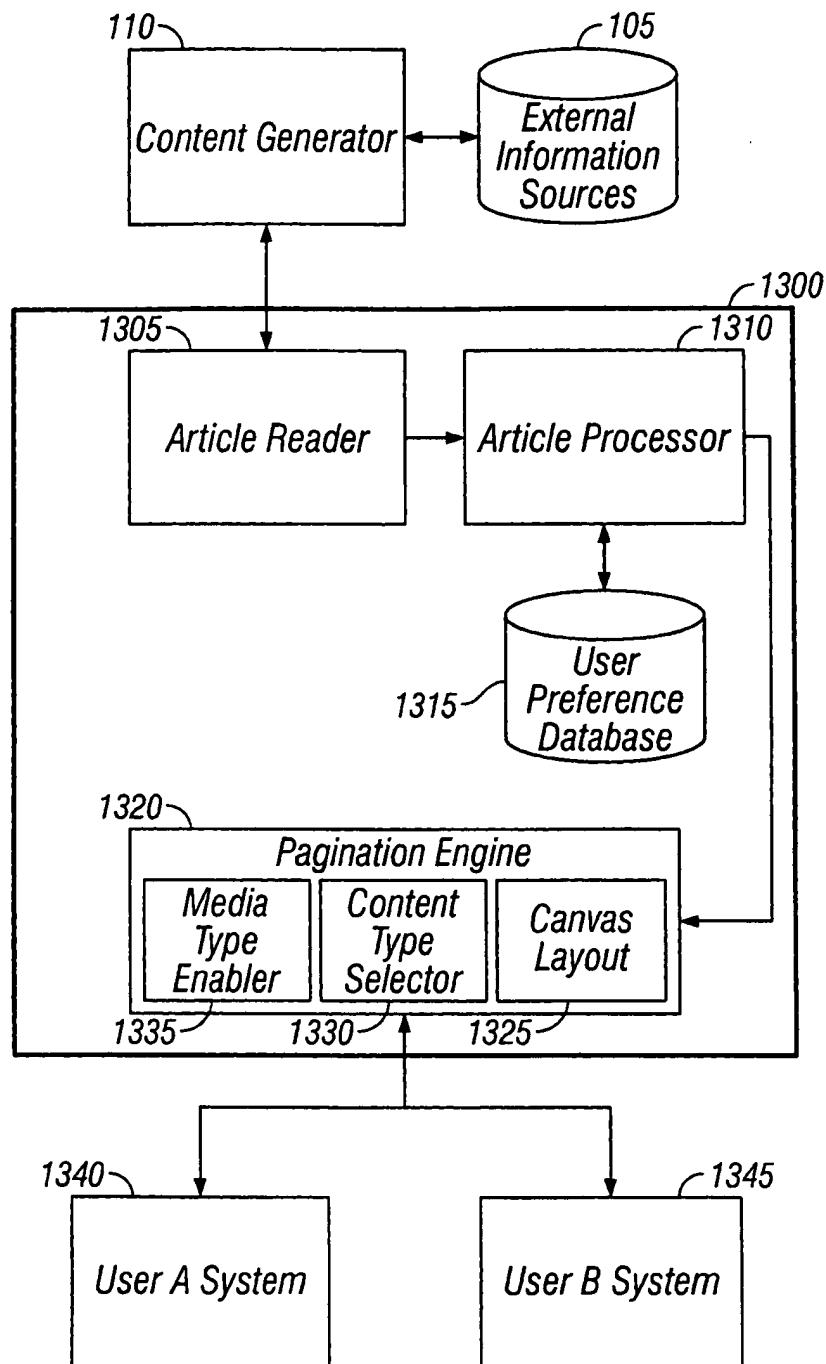


FIG. 13

<Article> 1400  
<Time> 2002-04-24 15:02 </Time> 1405  
<Importance> Normal </Importance>  
<Author> agent@food4all.com </Author>  
<Content Type=" text/narrative " > 1410 1415  
<Headline> Four of our top customers in the Eastern Region have pending complaints. 1420  
</Headline>  
<Details> Wacky Foods, with an annual sales volume of \$10M have 8 pending complaints; My Muffin Ltd with \$4M of annual sales have 1; Breads R Us with \$1M of annual sales have 3; and Have Your Cake, Inc with \$850K of annual sales have 2. The complaints KPI is at 88.7M  
</Details>  
</Content>  
<Content Type=" text/html " > 1425  
<Headline> Pending Support Complaints for Top Customers in Eastern Region 1430  
</Headline>  
<Html> 1435

Top Customers of Eastern Region - Pending Support Complaints		
Customer	Sales Vol	Complaints
Wacky Foods	\$10M	8
My Muffins Ltd	\$4M	1
Breads R Us	\$1M	3
Have Your Cake Inc	\$850K	2
Complaints KPI		88.7M

</Html>  
</Content>  
<Content Type=" image/gif " > 1440  
<Headline> Pending Support Complaints for Top Customers in Eastern Region 1445  
</Headline>  
<Image> 1450

Pending Support Complaints for Top Customers in Eastern Region

<input checked="" type="checkbox"/> Wacky Foods
<input checked="" type="checkbox"/> My Muffins Ltd
<input type="checkbox"/> Breads R Us
<input checked="" type="checkbox"/> Have Your Cake Inc



</Image>  
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<Content Type=" music/midi " > 1455  
<Midi> 1460  
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FIG. 14

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Four of our top customers in the Eastern Region have pending complaints. **Wacky Foods**, with an annual sales volume of \$10M have 8 pending complaints; **My Muffin Ltd** with \$4M of annual sales have 1; **Breads R Us** with \$1M of annual sales have 3; and **Have Your Cake Inc** with \$850K of annual sales have 2. The complaints KPI is at 88.7M.

Top Customers of Eastern Region Pending Complaints

Customer	Sales Vol	Complaints
Wacky Foods	\$10M	8
My Muffins Ltd	\$4M	1
Breads R Us	\$1M	3
Have Your Cake Inc	\$850K	2
Complaints KPI		88.7M

Pending Support Complaints for Top Customers in Eastern Region

- **Wacky Foods**
- **My Muffins Ltd**
- **Breads R Us**
- **Have Your Cake Inc**

Four of our top customers in the Eastern Region have pending complaints...

...In Other News: SAP re-assimilates its Portals and Markets subsidiaries...

Four of our top customers |



FIG. 15

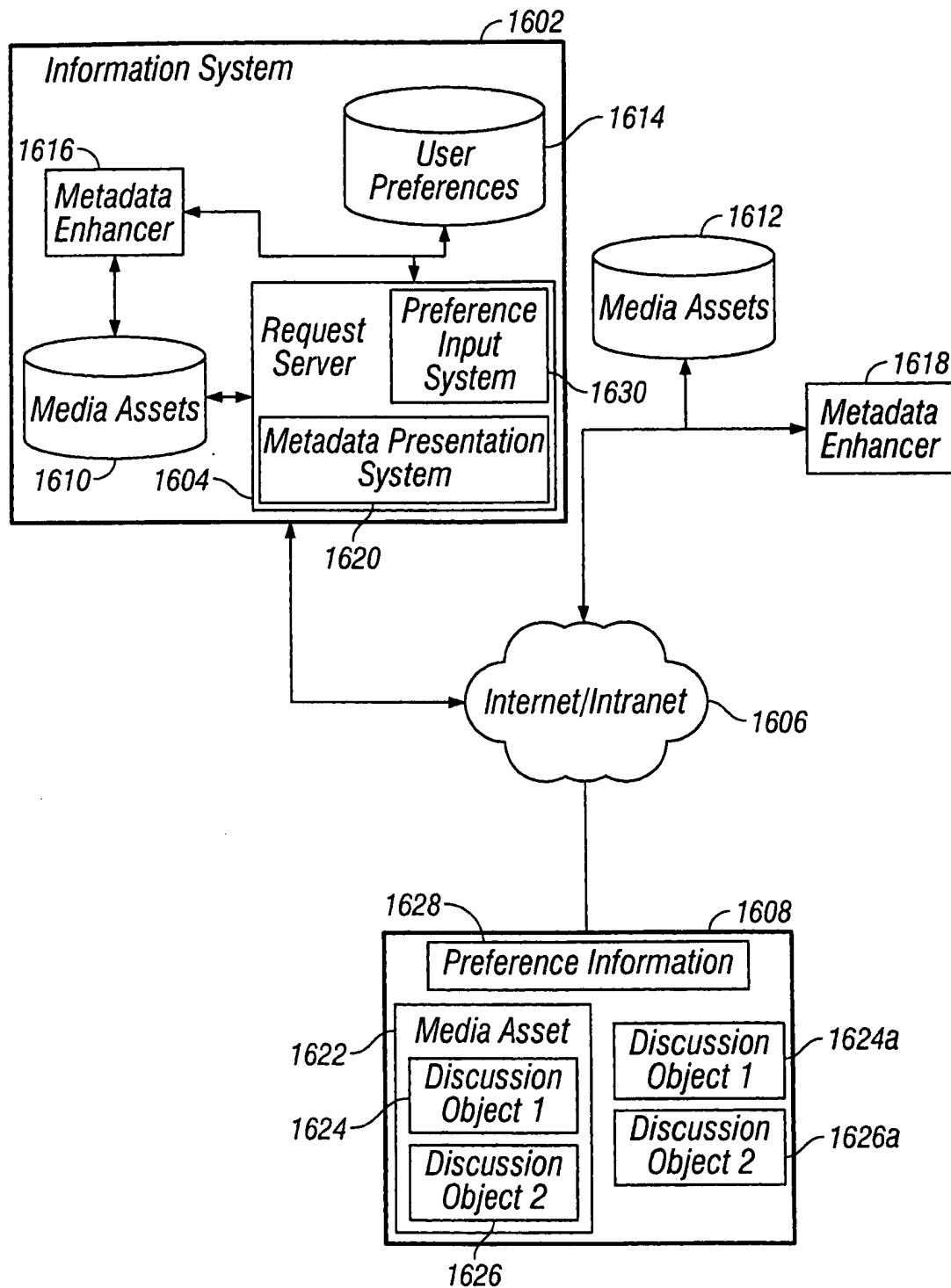


FIG. 16

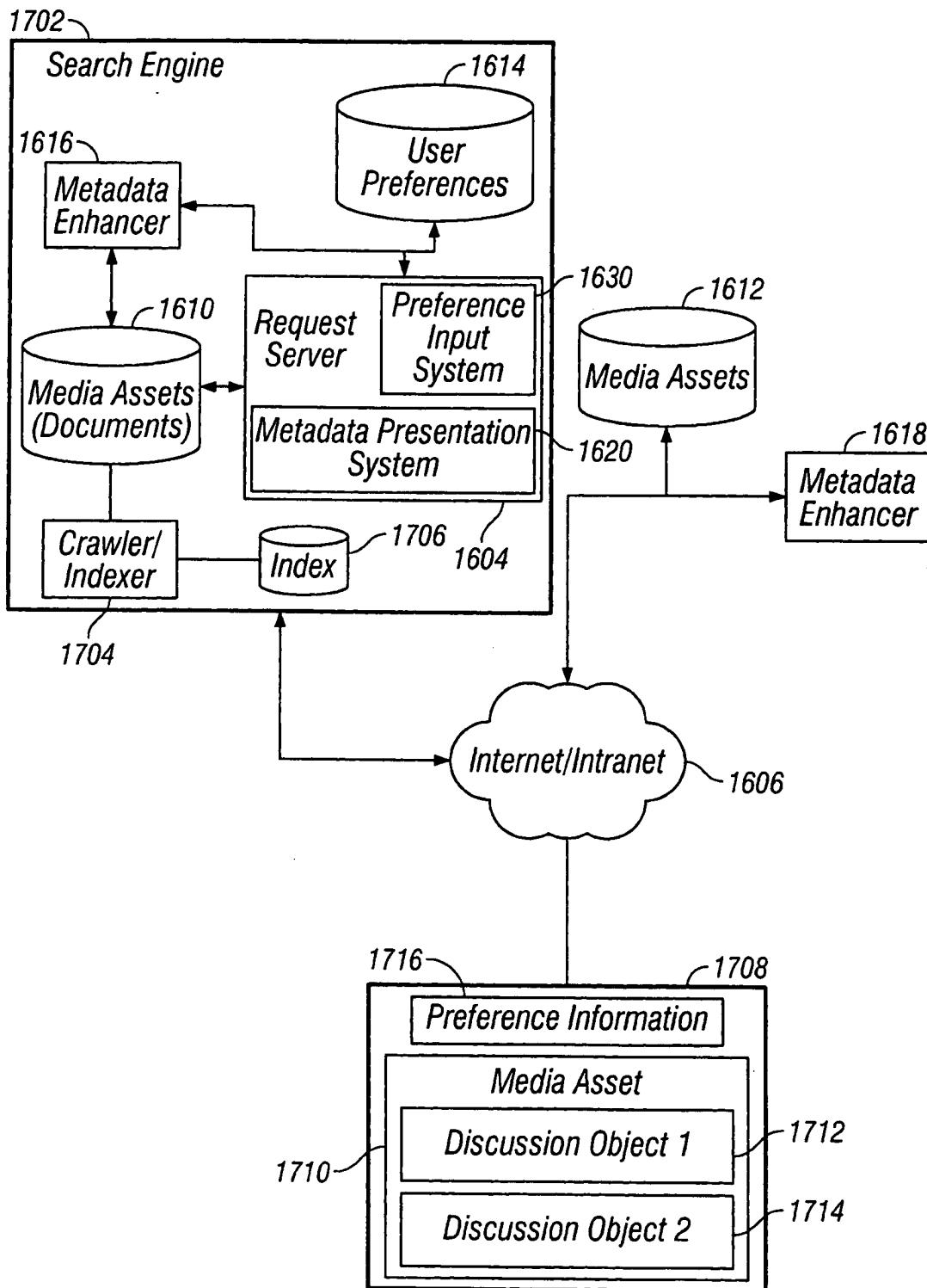


FIG. 17

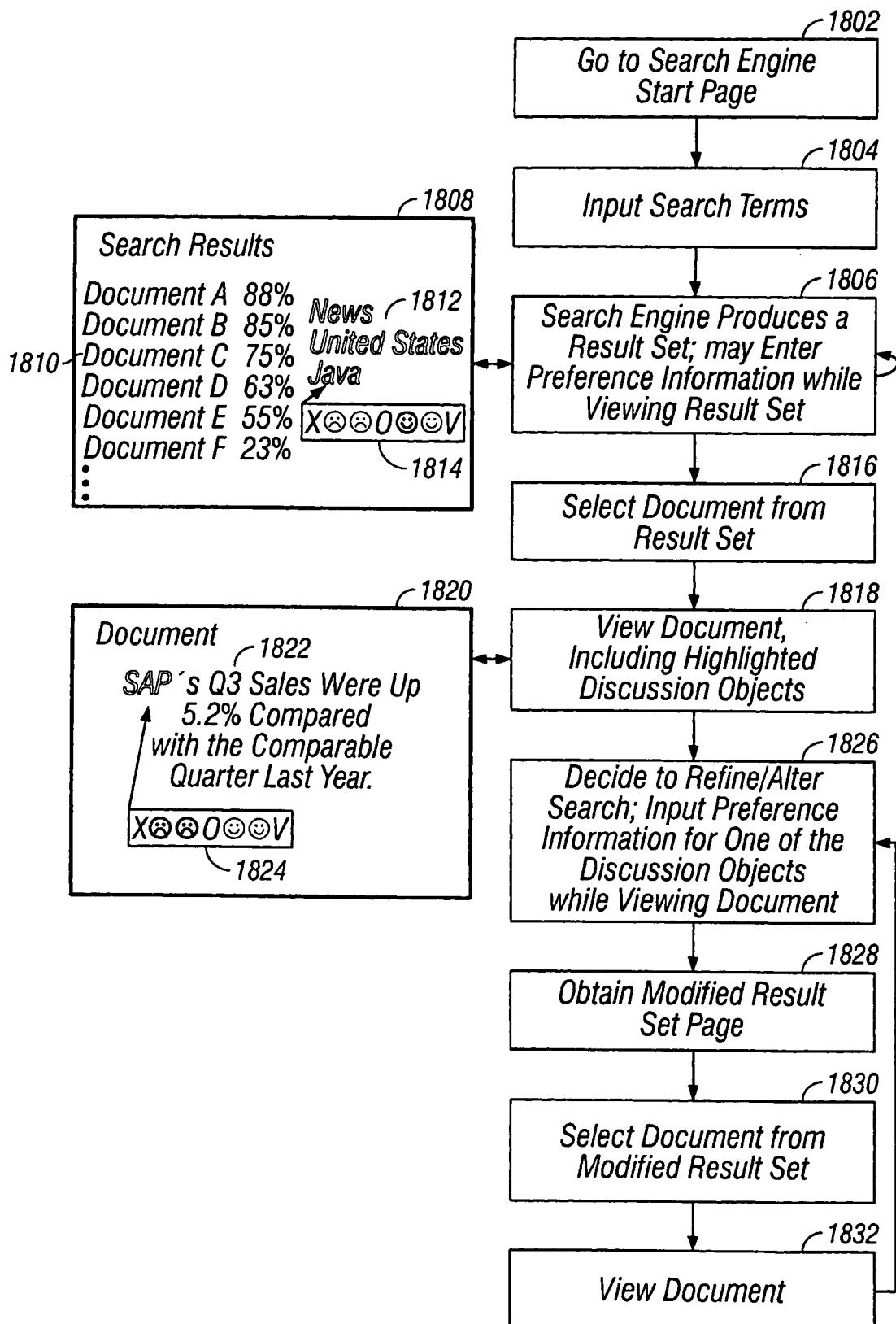


FIG. 18

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microsoft+	
	<p>1910</p>
<p>1908</p>	<p><input type="checkbox"/> <b>Amid global job cuts, Intel's India hiring on track (33%)</b></p> <p>BANGALORE, July 17 (Reuters) - Chipmaker Intel Corp's (NasdaqNM: INTC) Indian unit said on Wednesday it was sticking to its plan to hire 200 more engineers for its Indian software centre this year despite 4,000 job cuts announced by its parent. "We haven't got any... [more]</p>
<p>1912</p>	<p><input type="checkbox"/> <b>CORRECTED-UPDATE 1-Microsoft fourth quarter seen up on new licensing plan (33%)</b></p> <p>In July 10 SEATTLE item "Microsoft fourth quarter seen up on new licensing plan" please read in third to last paragraph... to be \$28.1 billion to \$28.2 billion... Instead of ...to be \$28.8 billion to \$29.1 billion... Corrects forecast. A corrected repetition follows... [more]</p> <p><input type="checkbox"/> <b>Remember the Bears' Retreat of '98 (33%)</b></p> <p>In the waning moments of the 1998 bear market, they couldn't get a lot of stocks open. That's right, there were so many people who wanted out and the dislocations were so great -- <a href="#">Miller@soft</a> (NasdaqNM: MSFT) down ten, Dell (NasdaqNM: DELL) down twelve, intrady--... [more]</p> <p><input type="checkbox"/> <b>Oracle warns demand is weakening in Europe (33%)</b></p> <p>Jeff Henley, chief financial officer of Oracle, the world's second largest software company, warned late on Wednesday that although demand in the US was no longer getting worse, it was continuing to weaken in some European markets. "Nowhere is demand getting better,"... [more]</p> <p><input type="checkbox"/> <b>Oracle CEO takes shots at, compliments Microsoft (33%)</b></p> <p>(Recasts with details of speech) REDWOOD SHORES, Calif. July 10 (Reuters) - Larry Ellison, chief executive at No. 2 software maker Oracle Corp. (NasdaqNM: ORCL), on Wednesday took shots at, and paid rare compliments to, long-time rival Microsoft Corp. (NasdaqNM: MSFT)... [more]</p> <p><input type="checkbox"/> <b>Microsoft 4th Quarter Seen Up on New Licensing Plan (33%)</b></p> <p>SEATTLE (Reuters) - At a time when other software and computer hardware companies are being hit hard by the slump in corporate spending, Microsoft Corp. (NasdaqNM: MSFT) appears on track to post a fourth-quarter profit at the high end of its own guidance, analysts... [more]</p> <p><input type="checkbox"/> <b>SAP cuts forecast, shares plunge (33%)</b></p> <p>(adds closing stock price, details) FRANKFURT/NEW YORK July 11 (Reuters) - Europe's biggest software group, <a href="#">SAP</a>, shocked markets on Thursday when it warned its 2002 revenue would fall short of previous estimates after customers canceled orders at the last minute. <a href="#">SAP</a>'s ... [more]</p>
	<p>1906</p>

FIG. 19

-2000

<input type="checkbox"/> <b>Amid global job cuts, Intel's India hiring on track (33%)</b>	1908 → BANGALORE, July 17 (Reuters) - Chipmaker Intel Corp's (NasdaqNM: INTC) Indian unit said on Wednesday it was sticking to its plan to hire 200 more engineers for its Indian software centre this year despite 4,000 job cuts announced by its parent. "We haven't got any... [more]"	<input type="checkbox"/> <b>CORRECTED-UPDATE 1-Microsoft fourth quarter seen up on new licensing plan (33%)</b>	In July 10 SEATTLE item "Microsoft fourth quarter seen up on new licensing plan," please read in third to last paragraph... to be \$28.1 billion to \$28.2 billion... Instead of... to be \$28.8 billion to \$29.1 billion... Corrects forecast. A corrected repetition follows... [more]	<input type="checkbox"/> <b>Remember the Bears' Retreat of '98 (33%)</b>	In the waning moments of the 1998 bear market, they couldn't get a lot of stocks open. That's right, there were so many people who wanted out and the dislocations were so great — [Microsoft (NasdaqNM: MSFT) down ten, Dell (NasdaqNM: DELL) down twelve, Intraday—... [more]]	<input type="checkbox"/> <b>Oracle warns demand is weakening in Europe (33%)</b>	Jeff Henley, chief financial officer of Oracle, the world's second largest software company, warned late on Wednesday that although demand in the US was no longer getting worse, it was continuing to weaken in some European markets. "Nowhere is demand getting better," ... [more]	<input type="checkbox"/> <b>Oracle CEO takes shots at, compliments Microsoft (33%)</b>	(Recasts with details of speech) REDWOOD SHORES, Calif. July 10 (Reuters) - Larry Ellison, chief executive at No. 2 software maker Oracle Corp. (NasdaqNM: ORCL), on Wednesday took shots at, and paid rare compliments to, long-time rival Microsoft (X @ @ ○ ○ ○ SFT)... [more]	<input type="checkbox"/> <b>Microsoft 4th Quarter Seen Up on New Licensing Plan (33%)</b>	2002 → SEATTLE (Reuters) - At a time when other software and computer hardware companies are being hit hard by the slump in corporate spending, Microsoft Corp. (NasdaqNM: MSFT) appears on track to post a fourth-quarter profit at the high end of its own guidance, analysts... [more]	<input type="checkbox"/> <b>SAP cuts forecast, shares plunge (33%)</b>	(Adds closing stock price, details) FRANKFURT/NEW YORK July 11 (Reuters) - Europe's biggest software group, SAP, shocked markets on Thursday when it warned its 2002 revenue would fall short of previous estimates after customers canceled orders at the last minute. SAP's... [more]
<input type="checkbox"/> <b>Microsoft +</b>	1906 →	<input type="checkbox"/> <b>Microsoft +</b>	1906 →	<input type="checkbox"/> <b>Microsoft +</b>	1906 →	<input type="checkbox"/> <b>Microsoft +</b>	1906 →	<input type="checkbox"/> <b>Microsoft +</b>	1906 →	<input type="checkbox"/> <b>Microsoft +</b>	1906 →		
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FIG. 20

2100

2102

1902

1903

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1904

2102

Microsoft+, Oracle-

Search

**Remember the Bears' Retreat of '98 (33%)**

In the waning moments of the 1998 bear market, they couldn't get a lot of stocks open. That's right, there were so many people who wanted out and the dislocations were so great -- Microsoft (NasdaqNM: MSFT) down ten, Dell (NasdaqNM: DELL) down twelve, intraday--...[more]

**Sun, IBM Battle for Web Services Developers (33%)**

*Teri Robinson, www.Ecommerce Times.com* With a flurry of product announcements, IBM (NYSE: IBM) and Sun Microsystems (Nasdaq: SUNW) have intensified their heated battle to dominate the Web services market. Sun Gives Away Application Server In this round,...[more]

**HP Shifts Software Strategy (33%)**

As the post-merger decision-making process shifts into high gear, Hewlett-Packard (NYSE: HPQ) (HP) on Monday announced a new software strategy designed to leverage its core assets. The technology titan will focus future development on extending three software suites:...[more]

**Microsoft's lead lawyer to return to Seattle firm (33%)**

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**Donahue debuts at No.2 in cable news talk wars (33%)**

LOS ANGELES, July 16 (Reuters) - Talk show veteran Phil Donahue drew 1.1 million viewers in his return to television on MSNBC, edging out CNN rival Connie Chung but drawing less than half of Bill O'Reilly's Fox News Channel audience, ratings showed on Tuesday. The...[more]

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**SAP Canada Inc. Announces New President (25%)**

2106

1910

FIG. 21

2200

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1914

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1904

2204

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1910

2202

Amid global job cuts, Intel's India hiring on track

Type: news

BANGALORE, July 17 (Reuters) - Chipmaker Intel Corp's Nasdaq:INTC.M:intc&d=t" >INTC-intc.html!> News Indian unit is taking to its plan to hire 200 more engineers for its Indian software centre this year despite job cuts announced by its parent.

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“We haven't got any geographical break-up of the job cuts. As of now, we are continuing with our earlier expansion plan announced for India,” a spokeswoman for Intel's Indian subsidiary told Reuters.

Intel's three-year-old software centre in Bangalore, its largest non-manufacturing site outside the United States, doubled its staff size in 2001 to about 800.

The World's biggest chipmaker on Tuesday said it would cut nearly five percent of its global workforce, primarily through attrition and a buyout packages for workers.

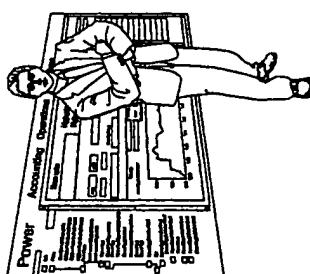


FIG. 22

1903 1914 2102 1910 2302 1902 2300

**Remember the Bears' Retreat of '98 (33%)**  
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**SAP Canada Inc. Announces New President (25%)**  
Canadian native Michel Brisson to assume leadership position MONTREAL, QC, July 16 /CNW/ - SAP Canada Inc., a subsidiary of SAP AG (NYSE: SAP), today announced that it has appointed Michel Brisson to assume the role of president of SAP Canada Inc., effective... [more]

**SAP Continues Market Leadership for Supply Chain**

2306 2304

Microsoft+, Oracle-, Intel\*

Search

FIG. 23

2400

2306

2308

2102

1902

1904

1910

1914

1903

Microsoft+, Oracle-, Intel\*

Search

**HP Shifts Software Strategy**

Type: news

*Jennifer LeClaire*

As the post-merger decision-making process shifts into high gear, **Hewlett-Packard** (NYSE: **HPQ** - news) (HP) on Monday announced a new software strategy designed to leverage its core assets. The technology titan will focus future development on extending three software suites: HP OpenView, HP Utility Data Center and HP OpenCall.

Company executives said the decision was based on HP's intellectual property and customer acceptance of those three products.

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• **HP Jumps on Mobile Flash Wagon**

• **HP Unifies Clustered Database Technologies**

• **HP Unveils Servers Based on New Chip**

It is a practical approach to sticking to what they are good at -- application and systems management," Walker said.

**Web Services Focus**

FIG. 24

2500

1903 1914 2102 1910 1904 1902 2302 1902

microsoft+, Oracle+, Intel\*

2306 2304 2504

IBM Microsoft 1903 2308  
Hewlett-Packard 2302

2510

2502

**HP Shifts Software Strategy**

By Jennifer LeClaire

July 16, 2002

To be sure, the competition is standing up and taking notice of HP's shifting software strategy. But analysts said they do not expect near-term market impacts

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2508

FIG. 25

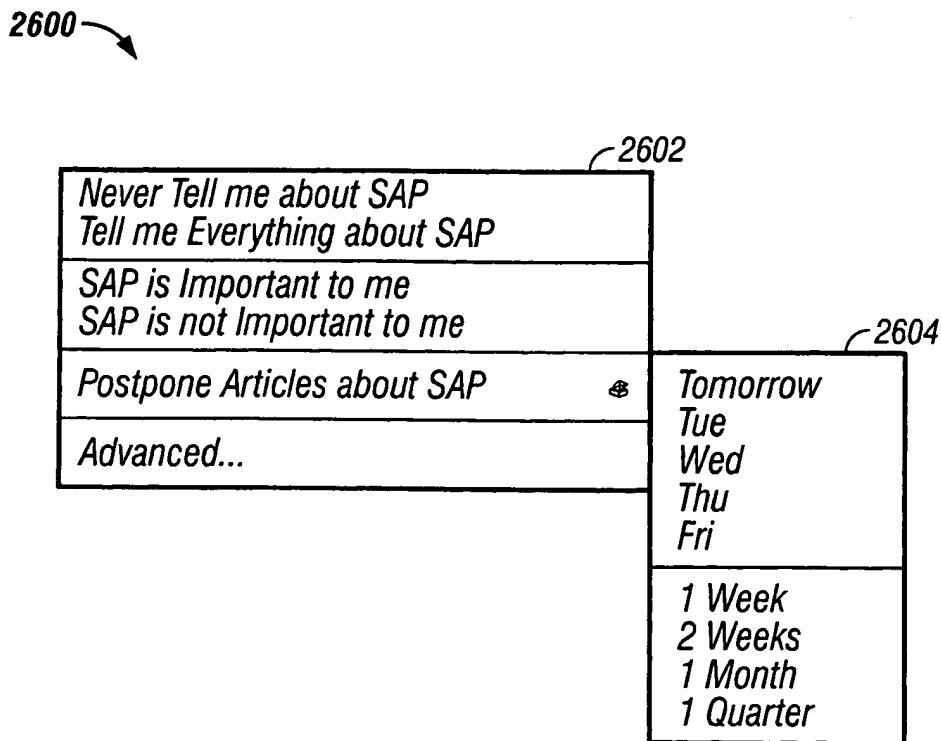
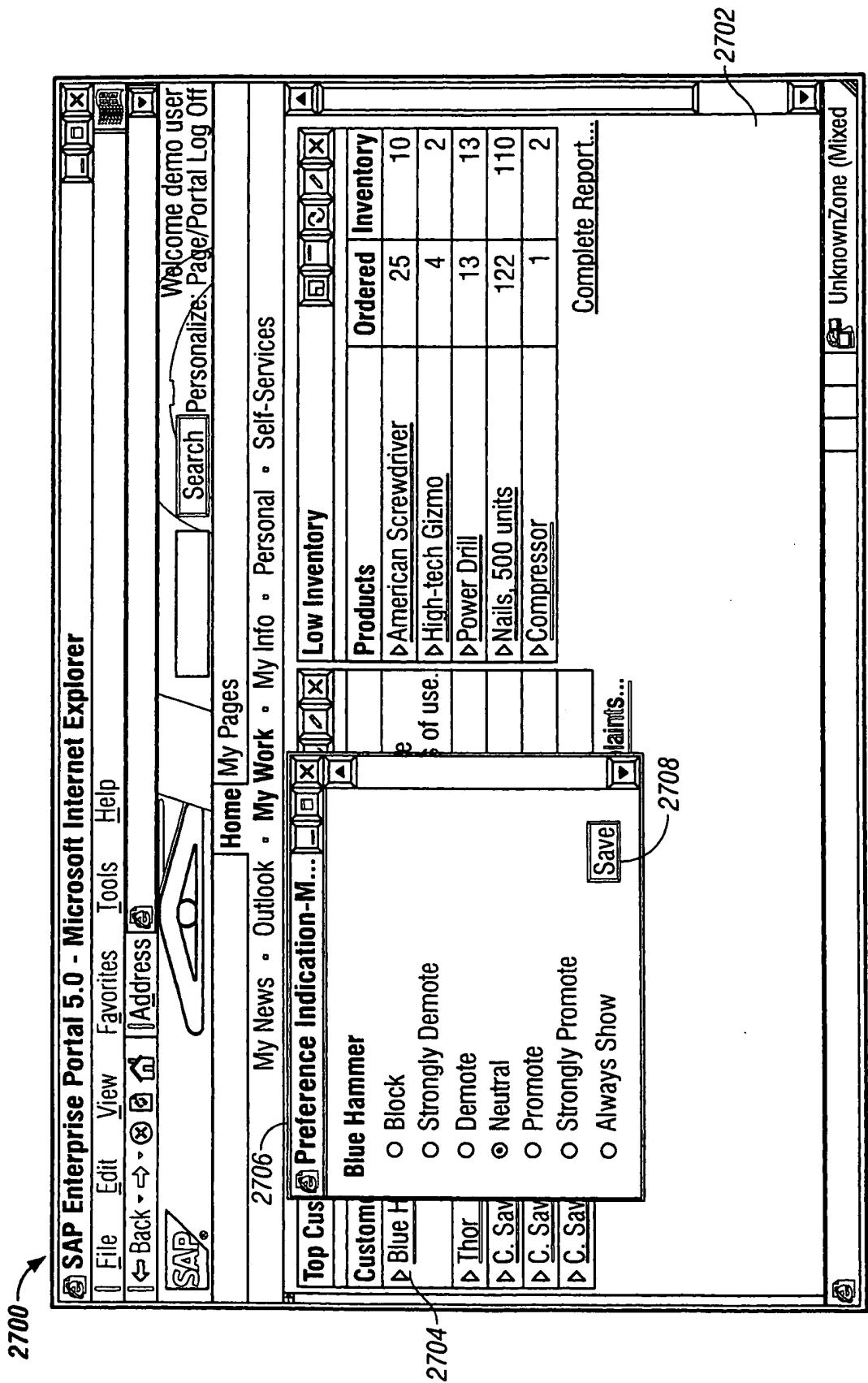


FIG. 26



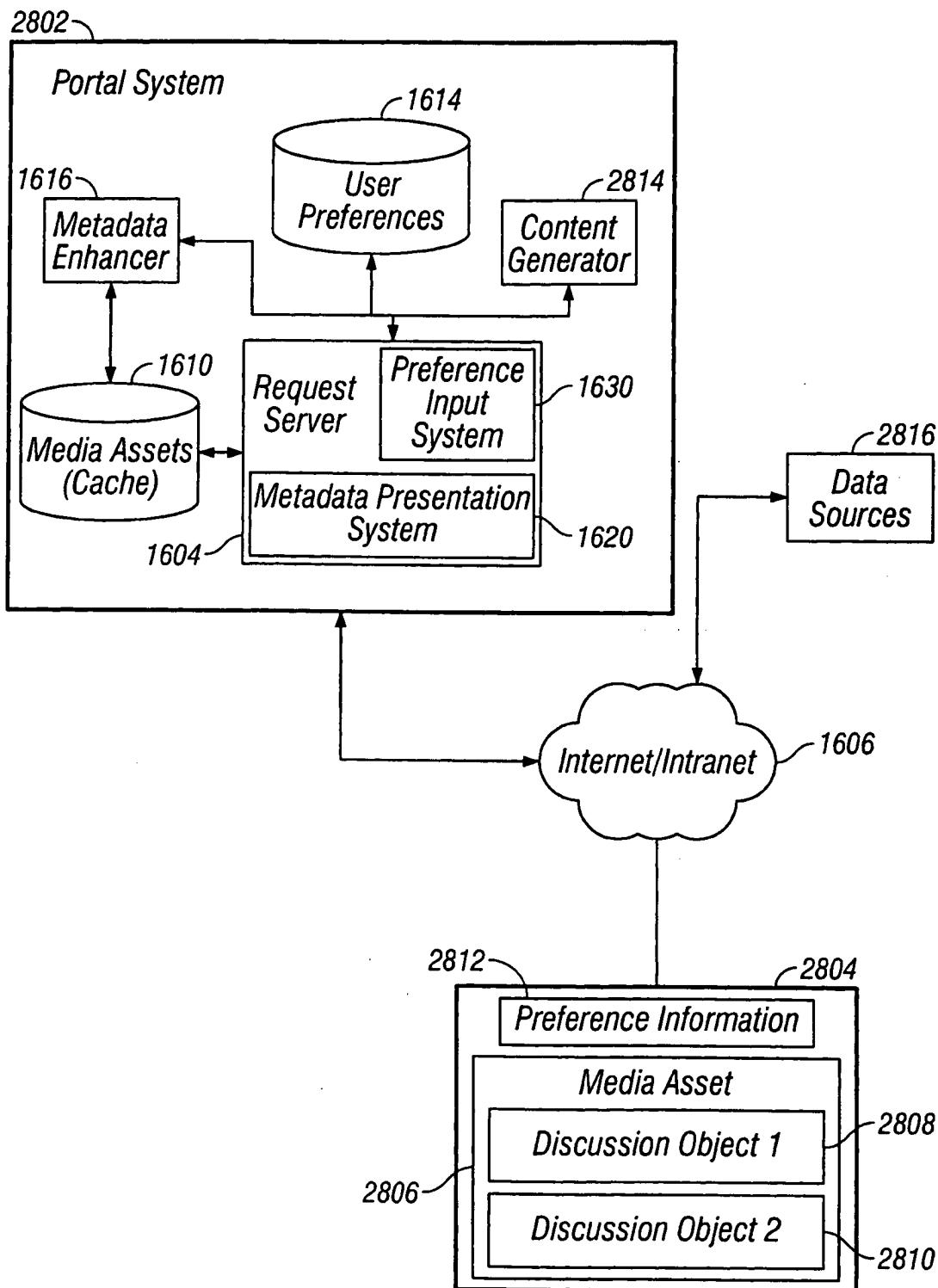


FIG. 28

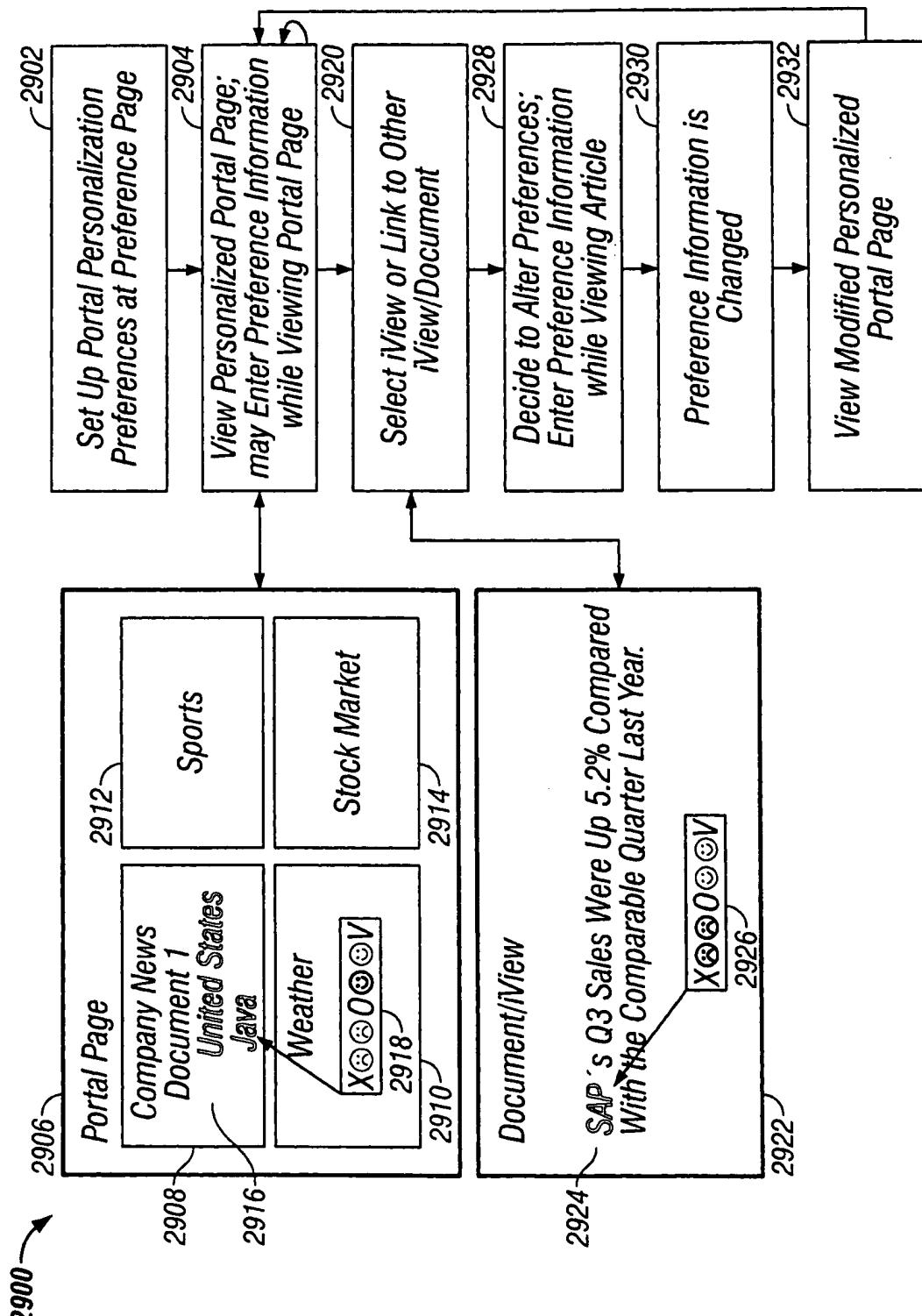


FIG. 29

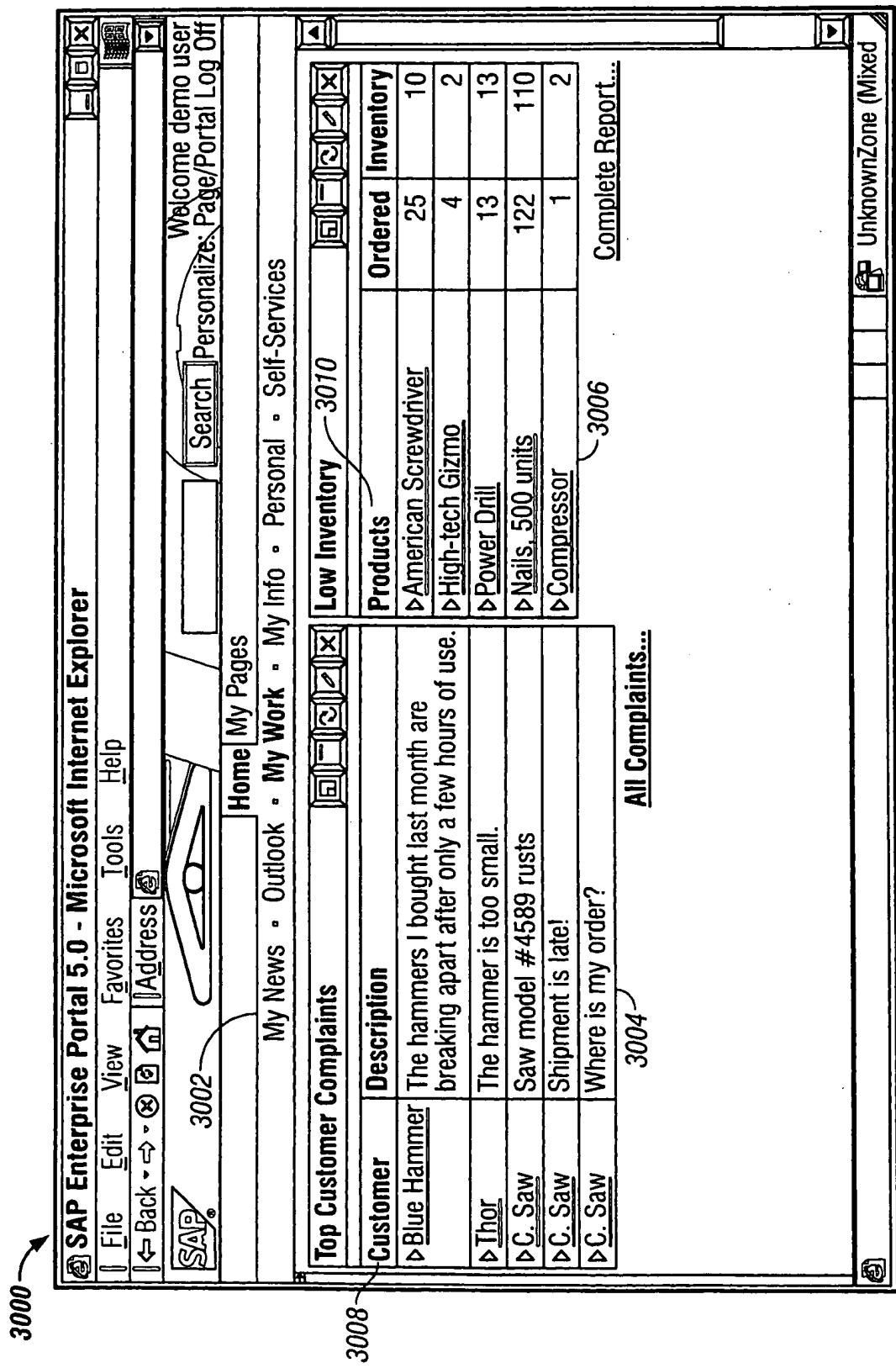


FIG. 30

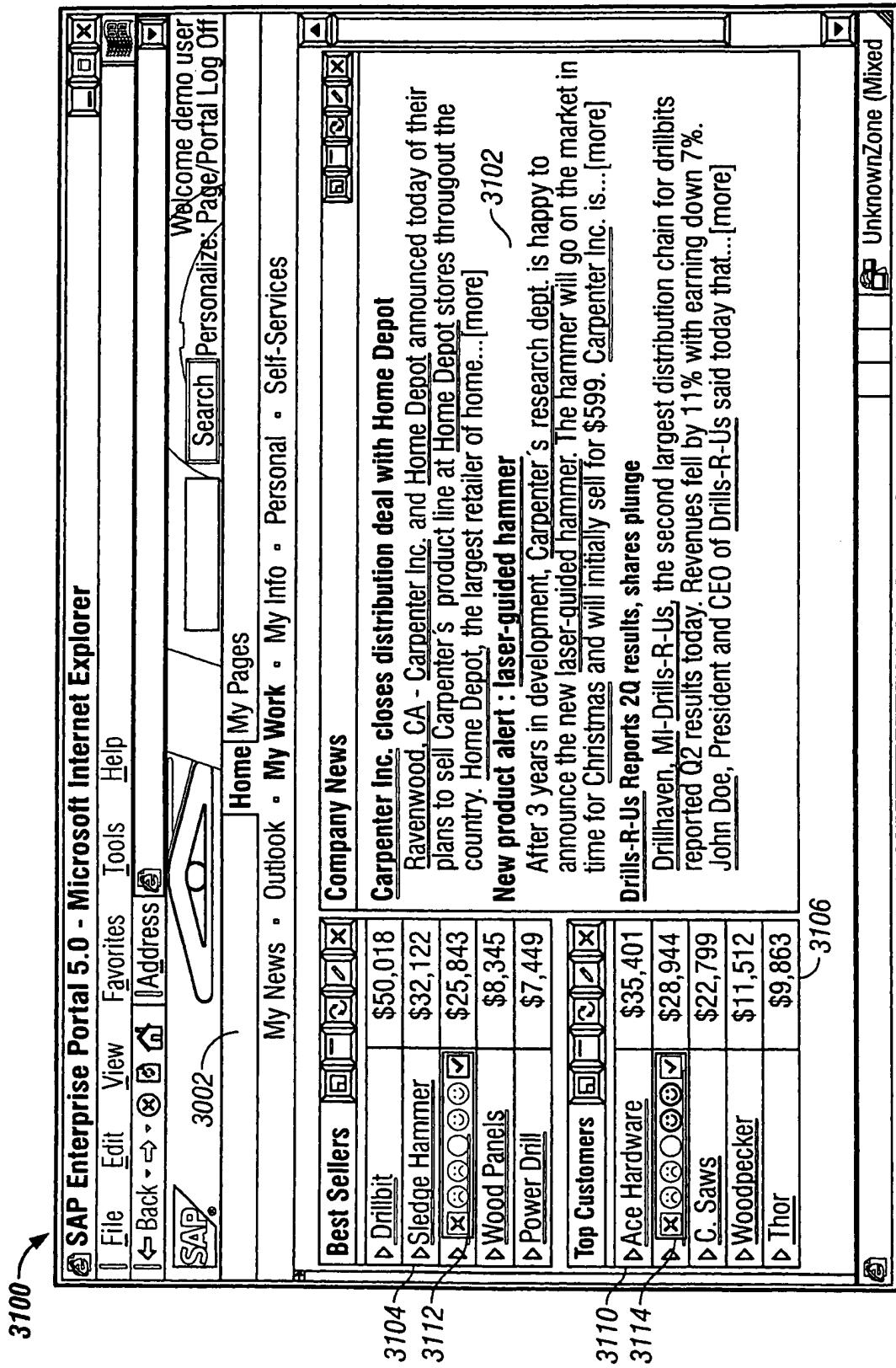


FIG. 31

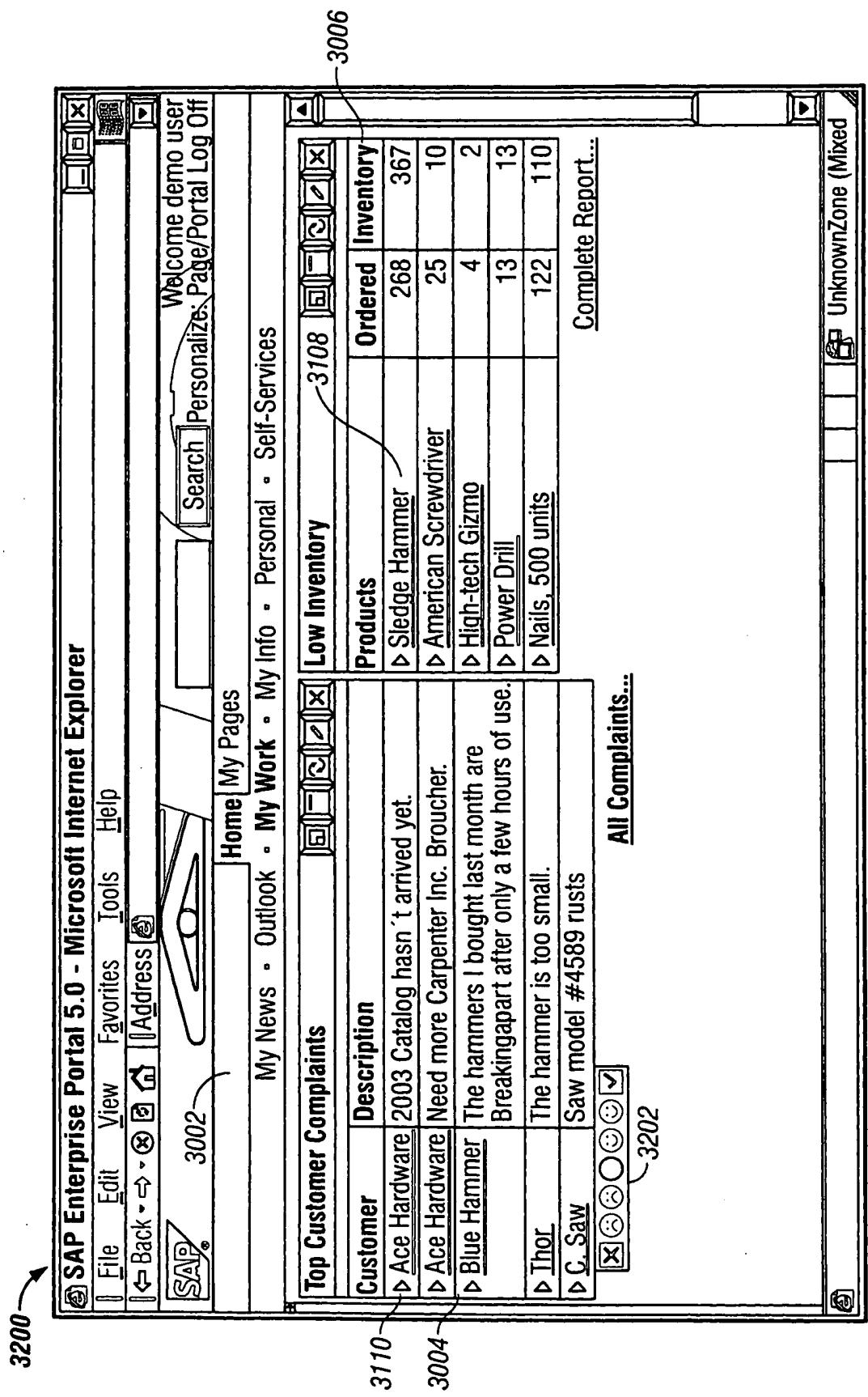


FIG. 32

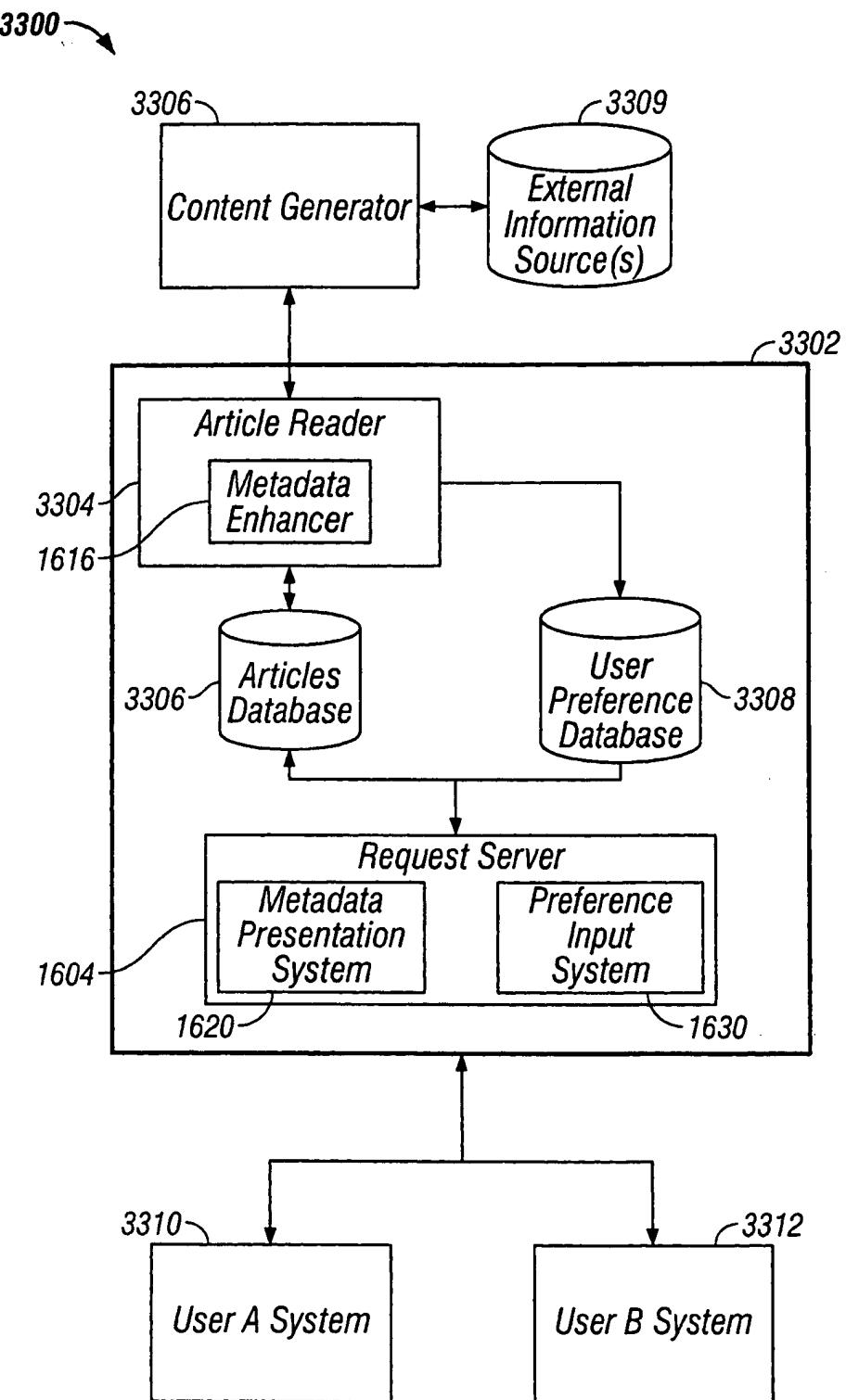


FIG. 33

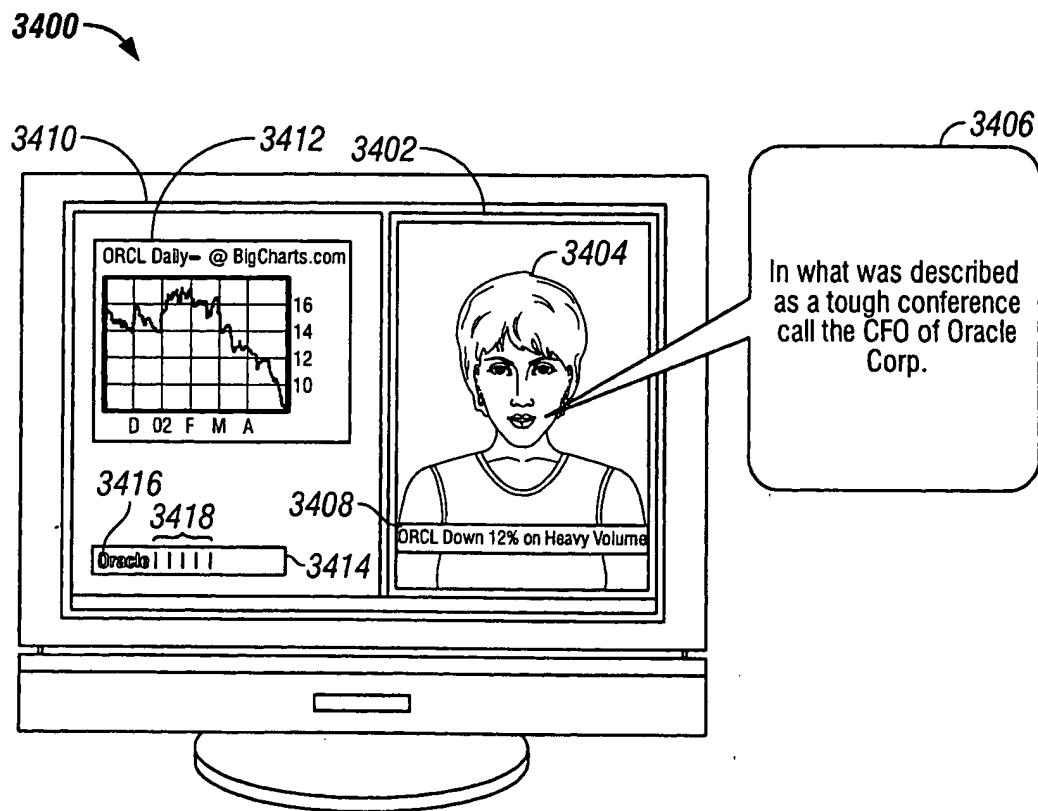


FIG. 34

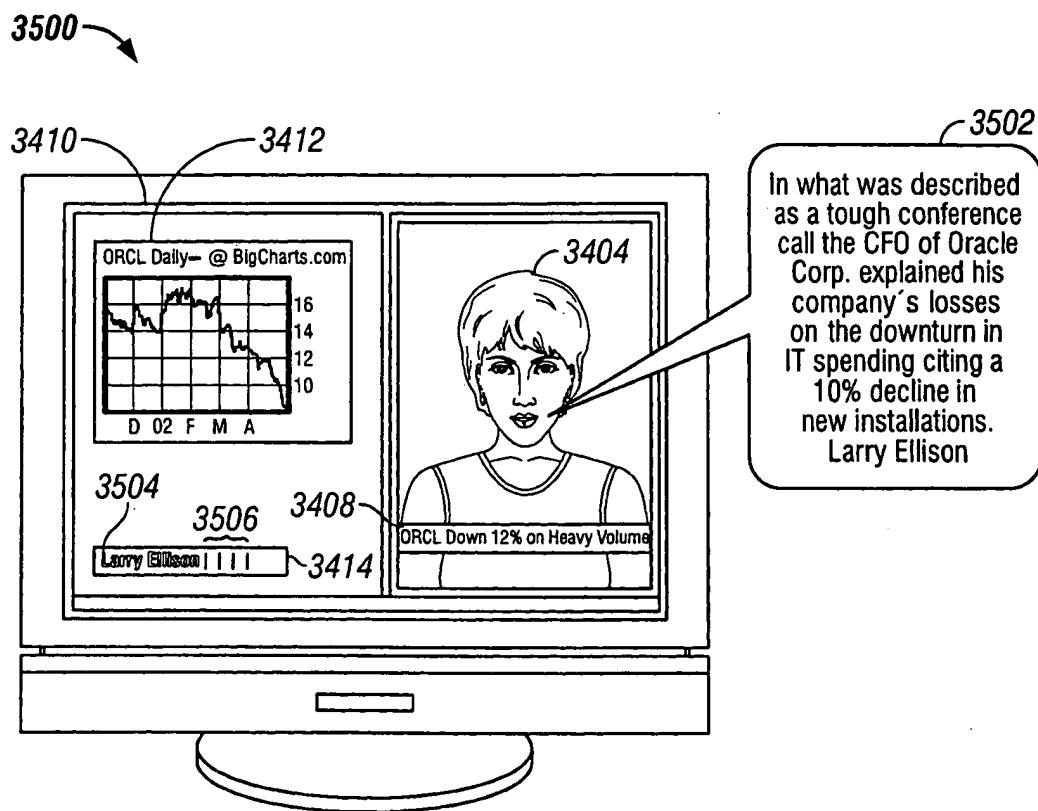


FIG. 35

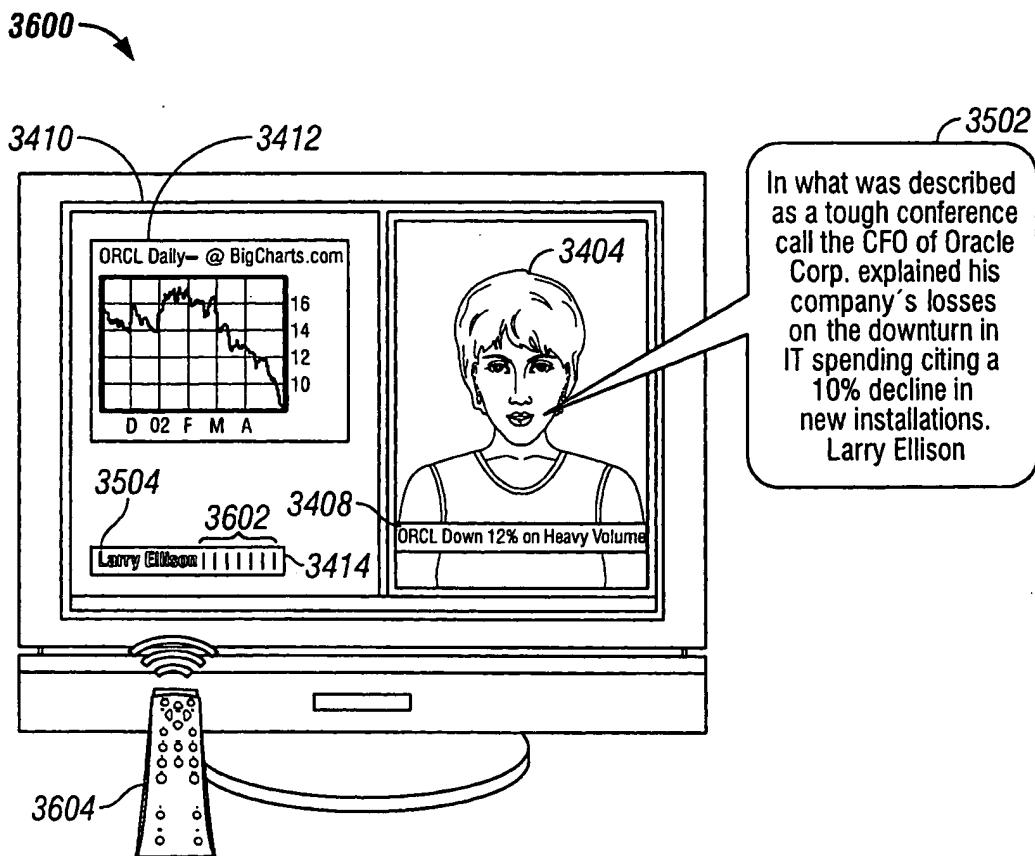


FIG. 36

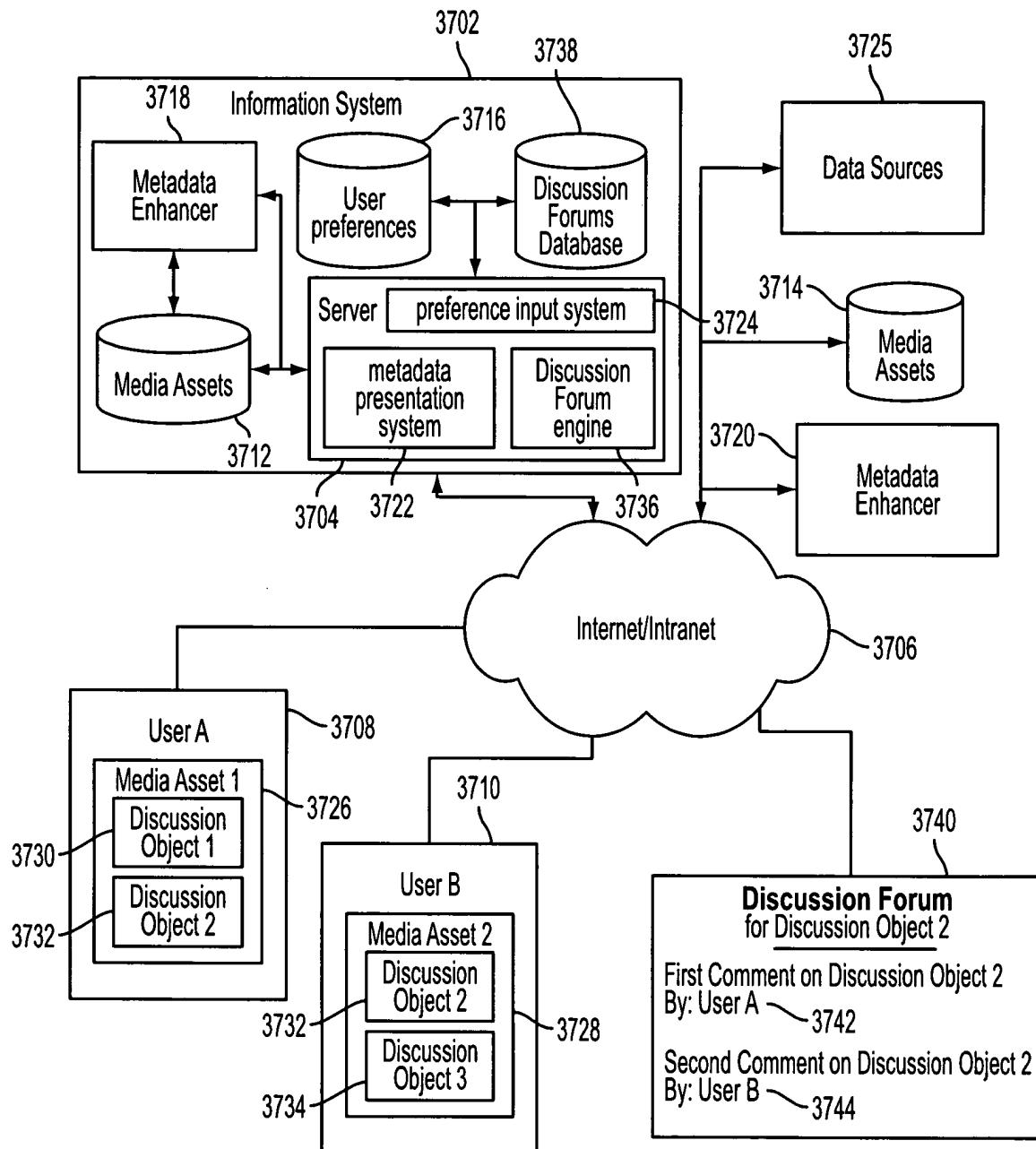


FIG. 37

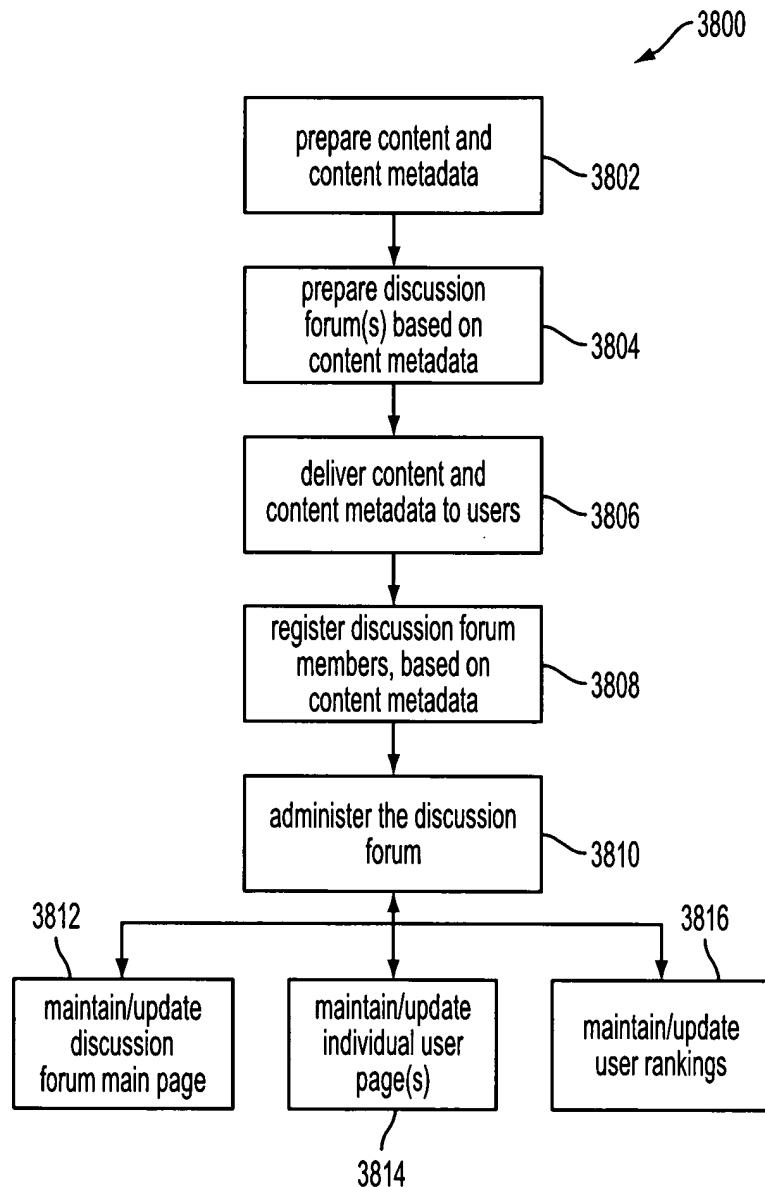


FIG. 38

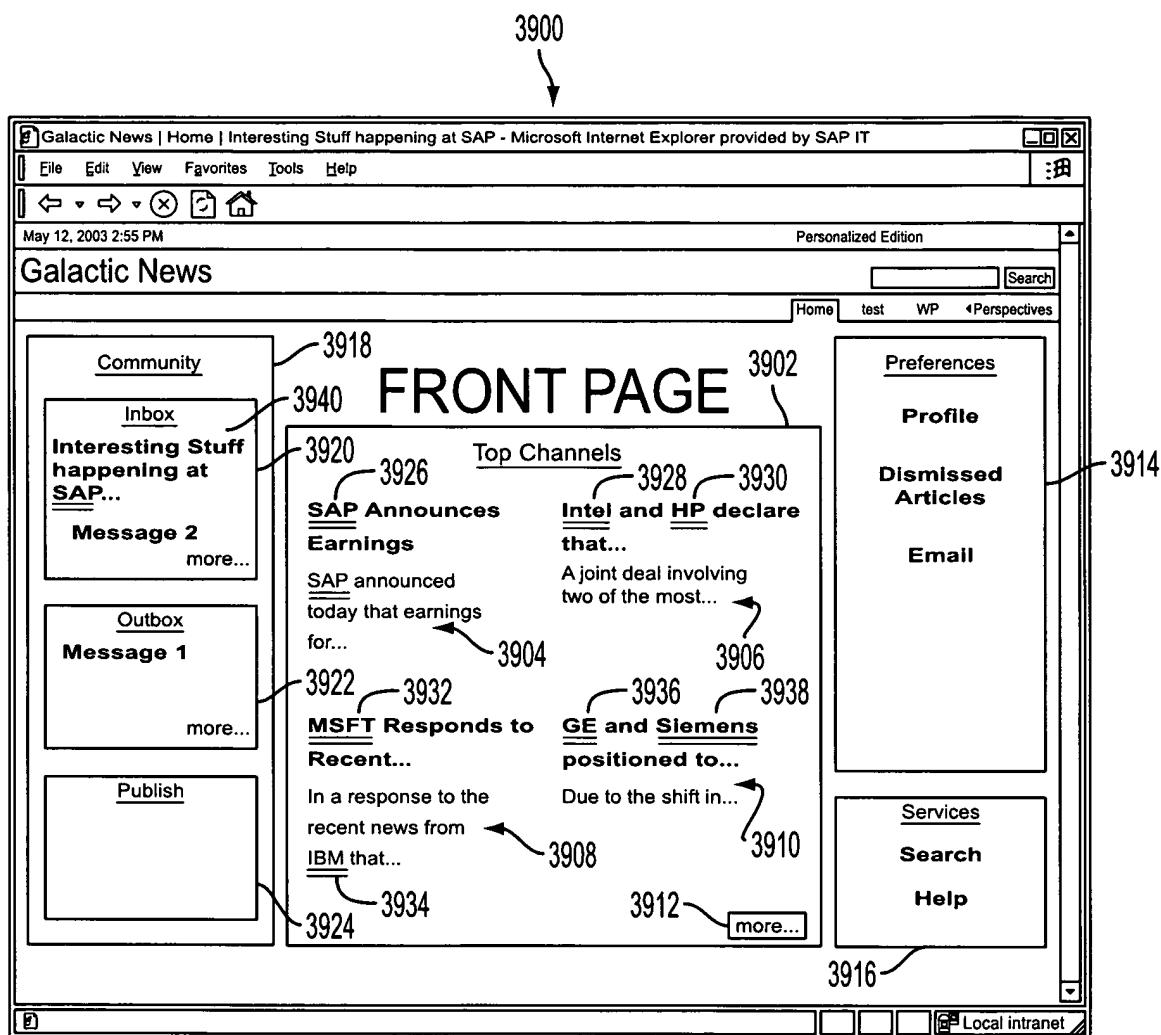


FIG. 39

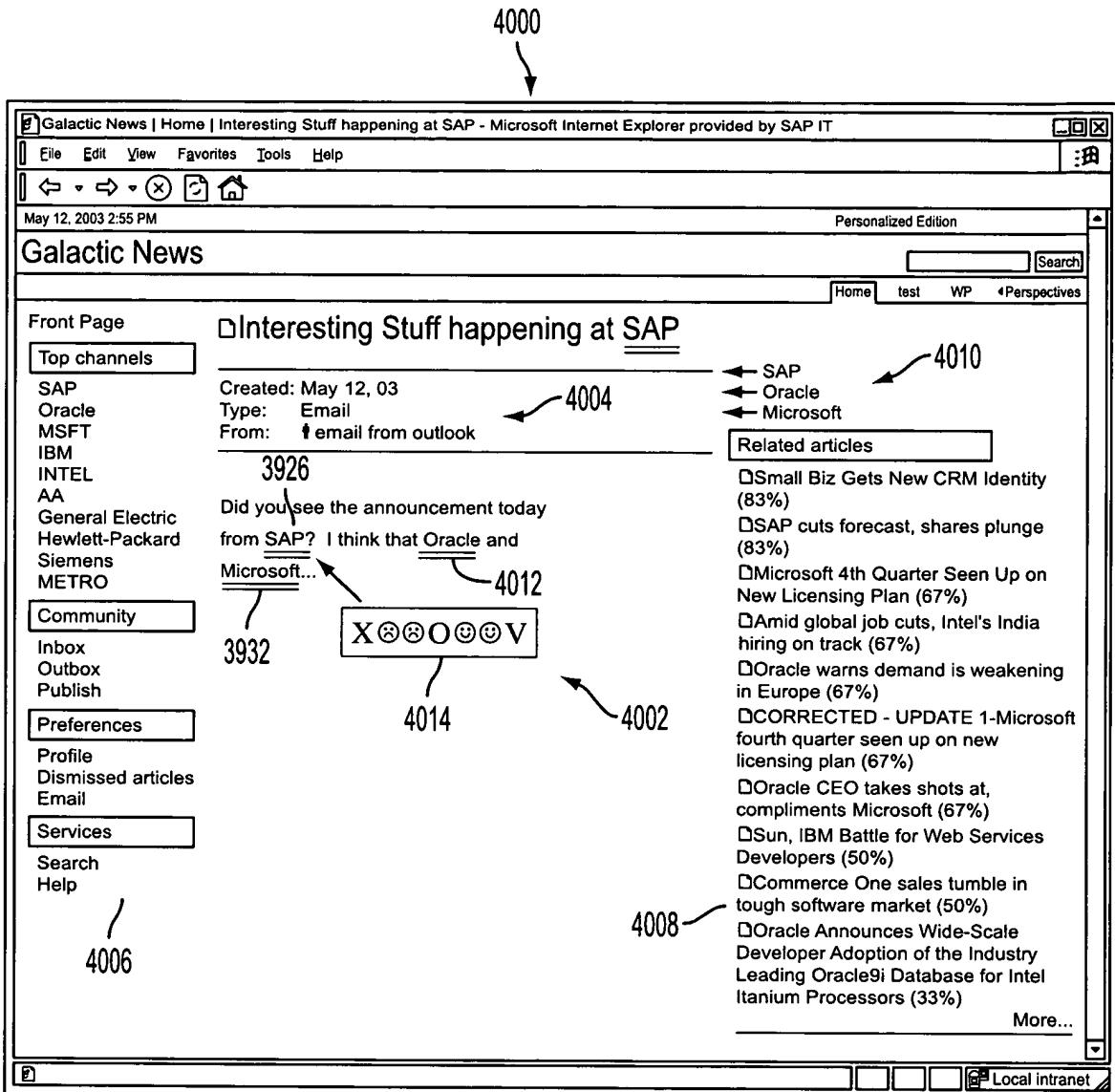


FIG. 40

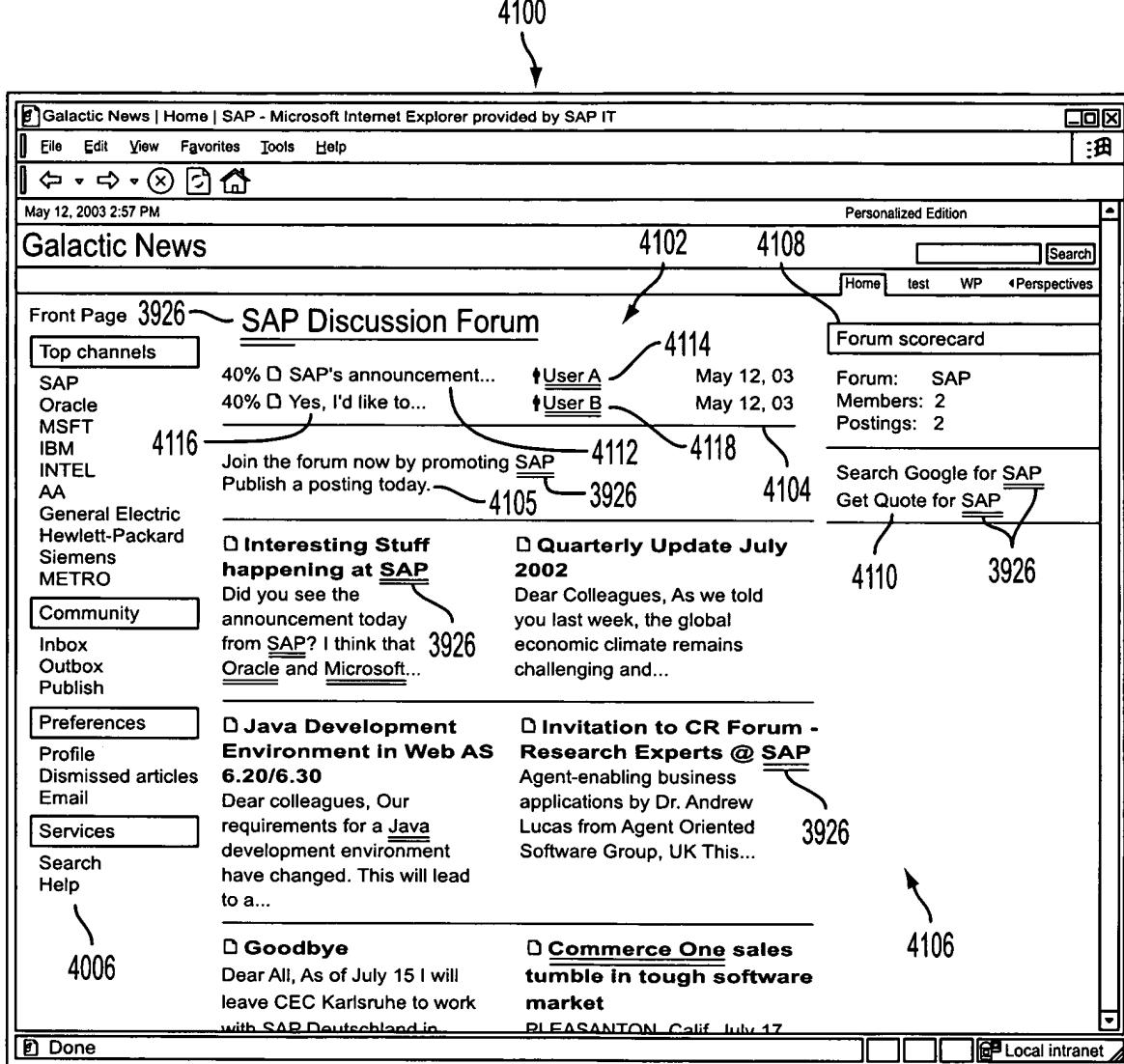


FIG. 41

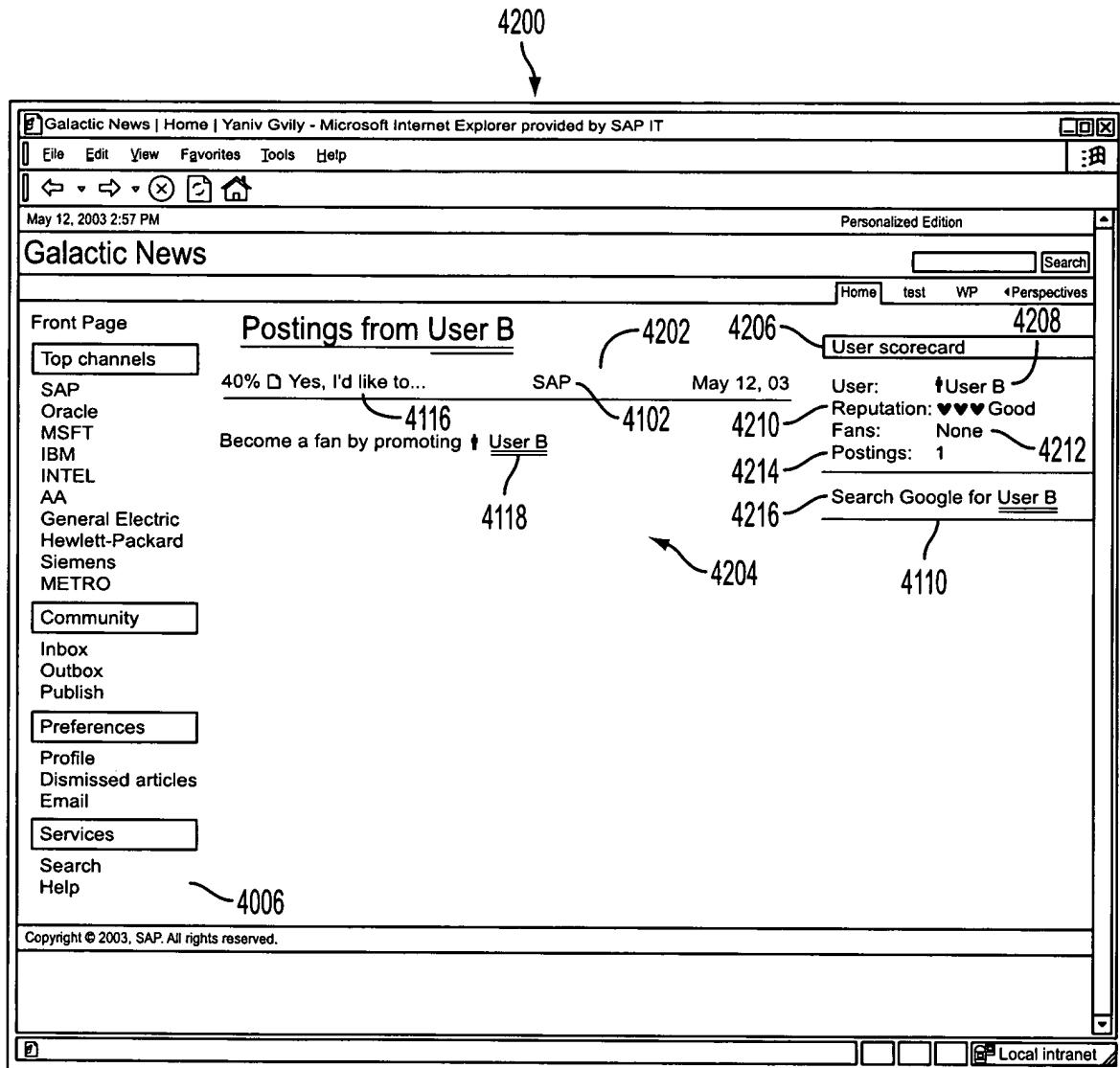


FIG. 42

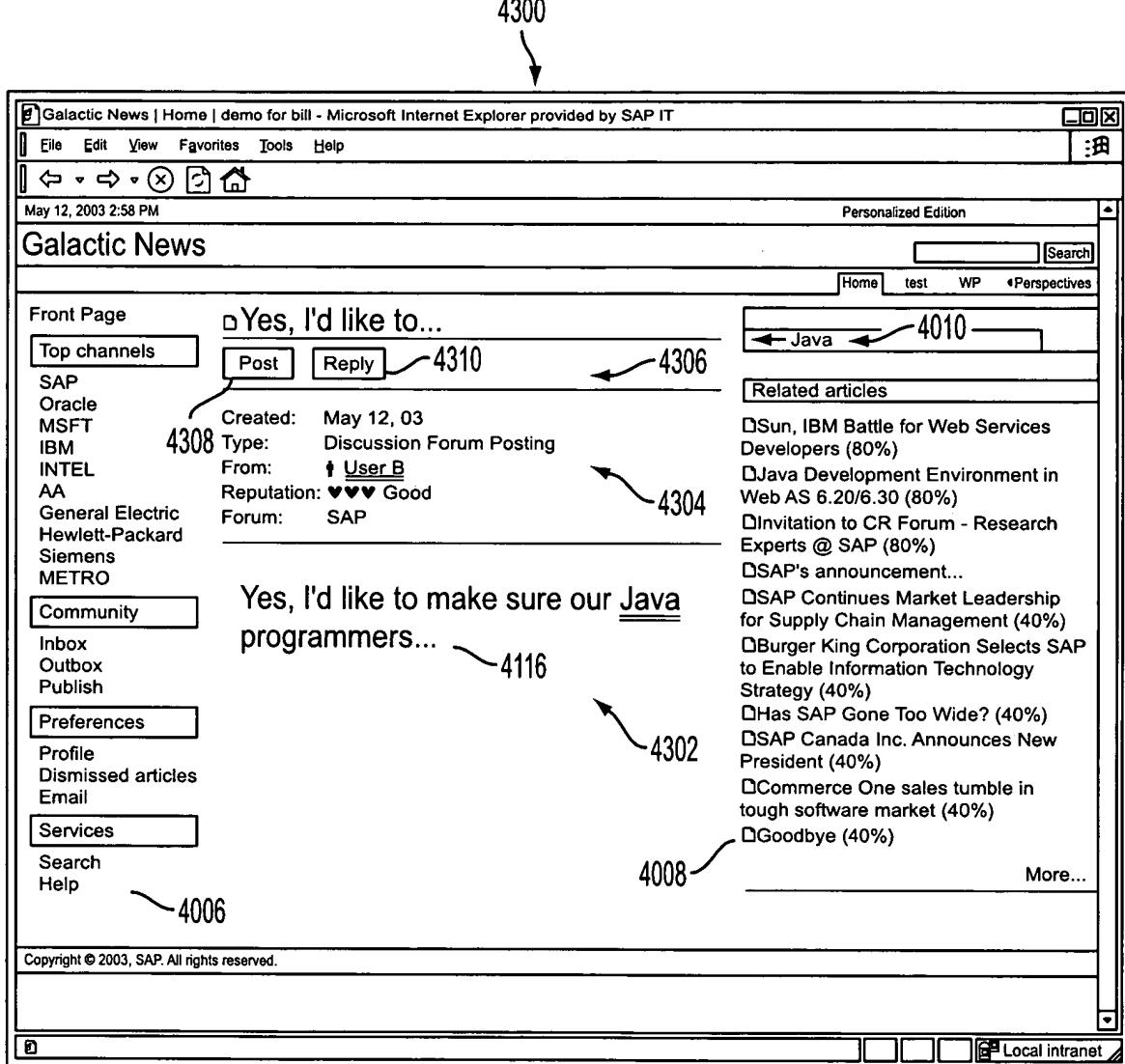


FIG. 43

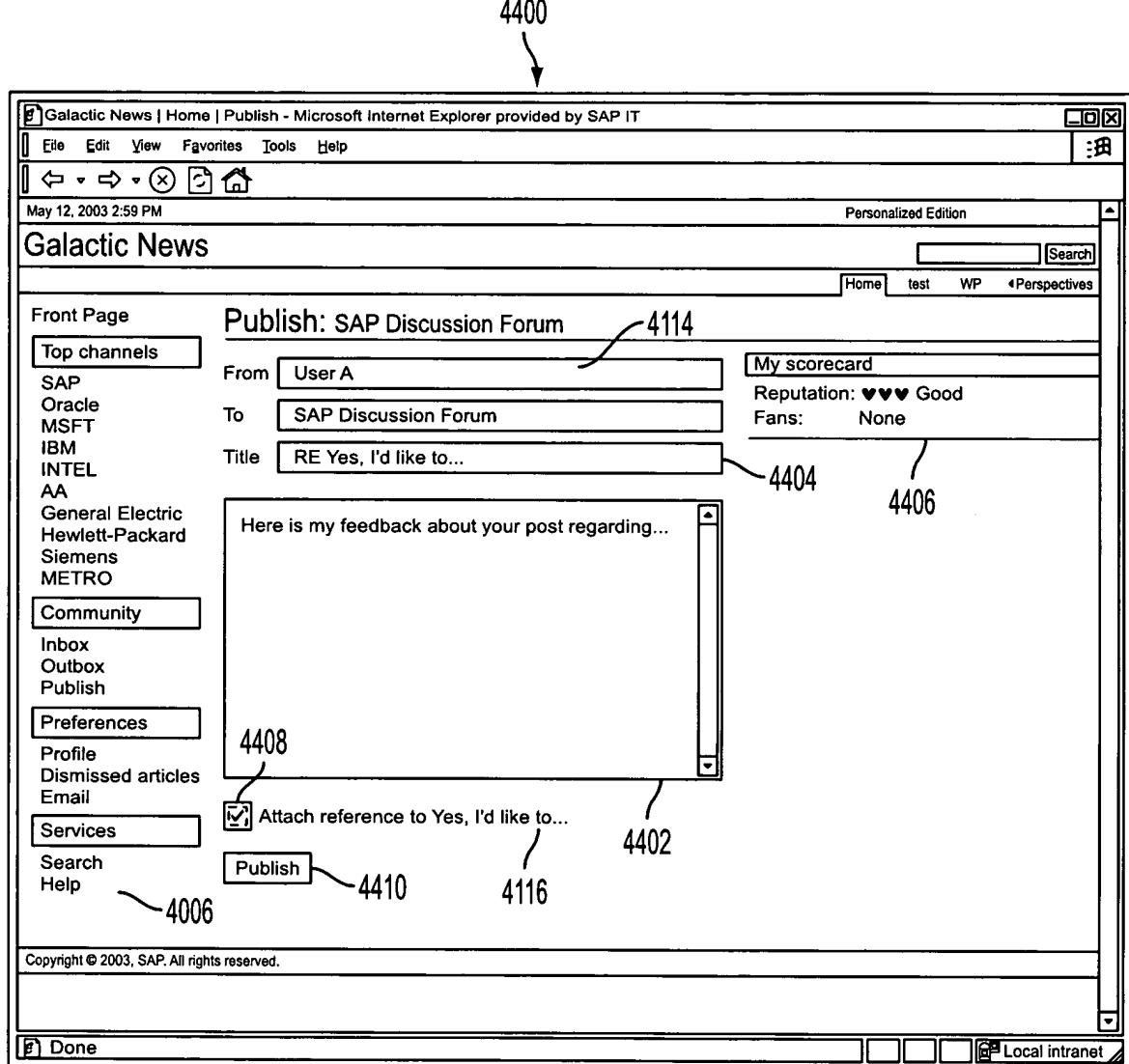


FIG. 44

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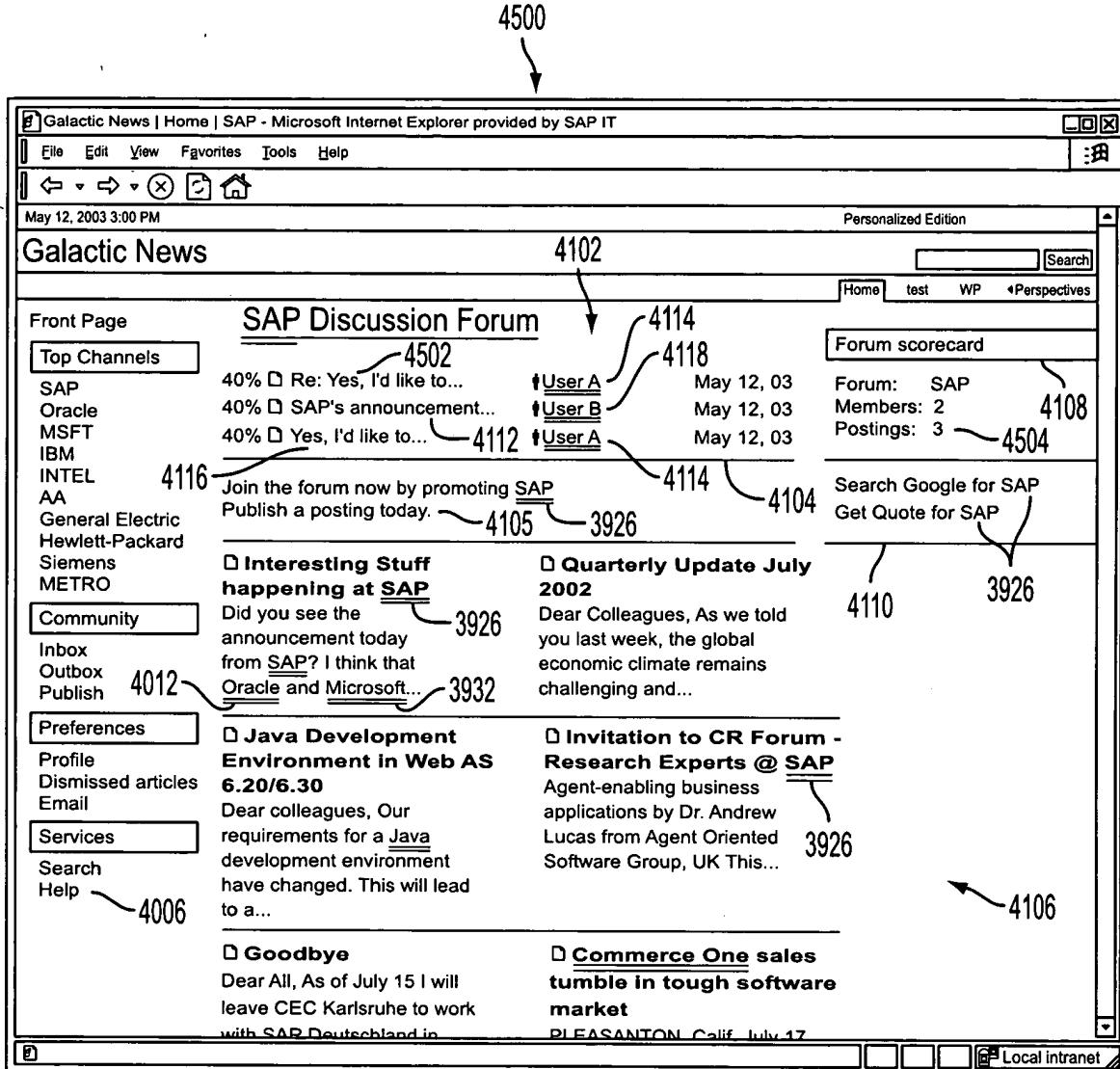


FIG. 45